Hoffman Estates Park District

Procedures Manual

September 2022

General District-Wide Procedures
Reviewed September 2022

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HOFFMAN ESTATES PARK DISTRICT
Procedure for Standard Operating Procedures

1.001 Procedure on Procedures

The following procedure is to be followed when establishing a new procedure, updating an existing procedure or deleting a procedure.

A. New Procedure
   1. Numbering
      a. Chapters are numbered as follows:
         1.000 General / District Wide
            1.200 General / District Wide / Business & Finance
            1.300 General / District Wide / Personnel
            1.400 General / District Wide / Information Systems
         2.000 Personnel / Finance
         3.000 Risk Management
         4.000 Recreation / Special Facilities
            4.100 Triphahn Center
            4.200 Willow Recreation Center
            4.300 Seascape Family Aquatic Center
            4.400 Ice Rink
         5.000 Communications / Marketing
         6.000 Parks
         7.000 Bridges Poplar Creek Country Club
         8.000 Planning & Capital Development
         9.000
         10.000 Prairie Stone Sports & Wellness Center

      b. Individual procedures are numbered sequentially within chapters. Division Directors discuss operations with the Executive Director, and with his approval, establish a sub-classification system which is appropriate for their division.

   2. Scope
      All procedures which are applicable to more than one division are to be contained in the District-Wide chapter.

      DW - District Wide
      PF - Personnel / Finance
      RM - Risk Management
      PD - Parks Division
      RS - Recreation / Special Facilities
      CM - Communications & Marketing
      BPC - Bridges of Poplar Creek Country Club

PCD - Planning & Capital Development
HR - Human Resources
PS - Prairie Stone Sports & Wellness Center

3. Authorization
   Procedures applicable to only one division are authorized by the director of that division. Procedures which are applicable to more than one division are first approved by the division director affected and then authorized by the Executive Director. The authorization notation is placed in the lower left corner of the page.
   a. The following notation format is used:
      Approval Date: MM/DD/YY ________________________
      Authorized Signature

      Revision Date: MM/DD/YY ________________________
      Authorized Signature

      Revision Date: MM/DD/YY ________________________
      Authorized Signature

B. Revising Procedures
   Procedures are revised at the division level as needed. If revision to an existing one-division procedure causes the procedure to affect more than one division, then the director of all divisions involved jointly work on the revision.
   1. Numbering
      a. Revised single-division procedures which still affect one division and multiple division procedures keep the same number assigned to them.
      b. Single-division procedures which are revised and become multiple-division procedures are assigned a new number in the District Wide chapter. The old procedure number remains in the original chapter and is listed as deleted with a reference to the current procedure number.

   2. Scope
      The scope for revised procedures is the same as that for new procedures.

   3. Authorization
      The authorization procedure is the same for revised procedures as that for new procedures.

C. Reviewing Procedures
   Procedures are reviewed a minimum of every 5 years. Reviewee's initials and month/year of review should be noted in the footer on each page to distinguish between revision dates located at the bottom of the procedure and review dates in the footer of the procedure.

D. Deleting Procedures
Procedures are deleted when it is determined that they are no longer necessary or when they are superseded by District Wide procedures.

1. Numbering
   a. Procedures which are deleted and not replaced by other procedures.
   c. Procedures which are deleted and are replaced by other procedures remain in the manual with their number, title and description "DELETED" – REPLACED BY ### TITLE" where ## represents the number or numbers of the replacement procedure(s).

2. Authorization
   Deletion of procedures applicable to only one division is authorized by the director of that division. Deletion of procedures which are applicable to more than one division is first approved by all directors affected and then authorized by the Executive Director. Deletion Authorization is placed in the lower left corner.
   a. The following format is used:
      Deletion Date: MM/DD/YY ______________________
      Authorized Signature

E. Typing Format for Procedures
The typing of new procedures and revisions should be done in accordance with the following specifications:

1. All procedures are to be typed using the New Times Roman font.
   a. 12 point size
   b. Margins
      (1) Top margin – one inch
      (2) Bottom margin – 1 ½ inches from bottom of the paper
      (3) Left margin – one inch
      (4) Right margin – one inch
   c. Tab settings: every one-half inch
   d. Spacing – single
   e. Underline the title of each new section, i.e., 1.00 <u>General</u>
   f. At the top center of the first page of the procedure the following should be typed:

Hoffman Estates Park District
(Name of Procedure)

Approval Date:	June 5, 1997	Dean Bostrom
Revision Date:	September 30, 1997	Dean Bostrom
Revision Date:	October 26, 2004	Dean Bostrom
Revision Date:	January 3, 2005	Dean Bostrom
Revision Date:	March 2009	Dean Bostrom
Revision Date:	September 2012	Dean Bostrom
Revision Date:	August 26, 2016	Dean Bostrom

Reviewed: DRB/PK 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Revising/Updating Procedures, Procedure Manuals, Policies, Board Policy Manuals, Ordinances and Resolutions

1.002 Revising/Updating Procedures, Procedure Manuals, Policies, Board Policy Manuals, Ordinances and Resolutions

A. When a procedure or policy has been revised or added, and signed-off by the appropriate person(s), electronically send the original copy to the Administrative Assistant.

B. The electronic copy will be saved to the S/Drive under Manuals and appropriate staff will be notified of the changes. Changes to District-wide procedures will be addressed at the next all staff meeting.

C. The new or updated procedure shall be maintained on the S/Drive under the Manuals Fold and the policy shall be maintained on the appropriate Drive and placed in the Board Policy Manual in the Admin Office Area as it applies.

D. The revised wording shall be typed in bold print.

E. The approval date should be typed in and there should be a revision date and signatures line.

F. The old/outdated pages shall be removed from the Procedure Manual or Board Policy Manual.

G. Ordinances and Resolutions, once approved, signed and executed, are kept on file in the fireproof cabinet in the administrative offices.

H. Procedure manuals, policies and board policy manuals shall be reviewed **annually.**

I. Ordinances and Resolutions shall be reviewed every three years.

Approval Date:	June 4, 1997	Dean Bostrom
Revision Date:	May 25, 2000	Dean Bostrom
Revision Date:	April 12, 2005	Dean Bostrom
Revision Date:	March 2009	Dean Bostrom
Revision Date:	September 2012	Dean Bostrom
Revision Date:	May 13, 2013	D. Bostrom, Executive Director
Revision Date:	July 31, 2013	D. Bostrom, Executive Director
Revision Date:	August 28, 2016	D. Bostrom, Executive Director

Reviewed: DRB 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Chain of Command Succession

1.003 Chain of Command Succession

The chief administrator of the Park District is the **Executive Director**. In the event that the Executive Director is unable to perform the duties and responsibilities of the position due to illness, vacation, or any other reason, the succession of command shall be as follows:

First - Director of Recreation
Second- Director of Finance & Administration
Third - Director of Golf & Facilities
Fourth - Director of Parks, Planning & Maintenance
Fifth - Superintendent of Human Resources / Risk Management

Within the **Recreation Division**, the succession of command shall be as follows:

First - Superintendent of Recreation
Second- WRC Facility Manager
Third - Program Manager of Special Events & General Programming

Within the **Bridges of Poplar Creek Division**, the succession of command shall be as follows:

First - Sales & Catering Supervisor
Second- Golf Course Superintendent
Third - Golf Operations Manager (Vacancy)
Fourth - Executive Chef

Within **The Club at Prairie Stone**, the succession of command shall be as follows immediately after the Division Director of Facilities:

First - General Manager
Second - Sales & Retention Manager
Third - Fitness Manager
Fourth - Member Services Manager
Fifth - Operations Manager

Within the **Administration & Finance Division,** the succession of command shall be as follows:

Business or Finance:
First - Superintendent of Business
Second- Accounting Manager

Networking/Software:
First - IT Manager
Second- IT Associate

Within the **Park Services Division**, the succession of command shall be as follows:

First - Supervisor of Parks, Development & Construction
Second- Supervisor of Parks Grounds
Third - Supervisor of Aquatics & Buildings
Fourth - Supervisor of Mechanics
Fifth - GIS/Parks, Planning & Maintenance Administrator

Approval Date:	June 4, 1997	Dean R. Bostrom, Ex Dir
Revision Date:	September 30, 1997	Dean R. Bostrom, Ex Dir
Revision Date:	January 28, 1998	Dean R. Bostrom, Ex Dir
Revision Date:	December 7, 2001	Dean R. Bostrom, Ex Dir
Revision Date:	June 3, 2002	Dean R. Bostrom, Ex Dir
Revision Date:	September 17, 2002	Dean R. Bostrom, Ex Dir
Revision Date:	January 3, 2005	Dean R. Bostrom, Ex Dir
Revision Date:	November 16, 2007	Dean R. Bostrom, Ex Dir
Revision Date:	April 18, 2008	Dean R. Bostrom, Ex Dir
Revision Date:	September 9, 2010	Dean R. Bostrom, Ex Dir
Revision Date:	September 4, 2012	Dean R. Bostrom, Ex Dir
Revision Date:	March 10, 2015	Dean R. Bostrom, Ex Dir
Revision Date:	April 18, 2017	Dean R. Bostrom, Ex Dir
Revision Date:	February 15, 2018	Dustin Hugen, Director Parks & Facilities Services
Revision Date:	July 23, 2019	Craig Talsma, Ex Dir
Revision Date:	January 7, 2020	Craig Talsma, Ex Dir

Hoffman Estates Park District
Procedure for Access to District Records by Public
Freedom of Information Act

1.004 Access to District Records (Freedom of Information)

A. The Executive Director and one or more designated employees shall act as the district's Freedom of Information officer(s).

B. The officers must complete an annual training program administered by the Public Access Counselor.

C. When the public requests access to district records, the Executive Director shall forward the request to the appropriate staff member or officer.

D. That staff member or officer shall provide the information according to the requirements of the Freedom of Information Act, and copy the Executive Director and designated officer(s).

E. No charge will be applied for the first 50 black and white copies. A fee per copy of $.15 after the first 50 black and white or $.50 for any color and $1.00 for any Certified Records will be collected at the time the records are given in accordance with Ordinance No. 148.

Approval Date: ____6/4/97_____ _____D. Bostrom__________

Revision Date: _____9/11/09____ _____D. Bostrom___________

Revision Date: ______9/4/12______ D.Bostrom, Executive Director___

Reviewed: DRB 4/18/17

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT

1685 W. HIGGINS, HOFFMAN ESTATES, IL 60169-2998 • (847) 885-7500
(847) 885-7523

The mission of the Hoffman Estates Park District is to enhance the quality of life of our residents and guests by providing first class parks, facilities, programs and services through environmentally and fiscally responsible management practices.

FREEDOM OF INFORMATION REQUEST

ACCESS REQUEST TO INSPECT OR DUPLICATE PUBLIC RECORDS

This is a request for information under the Illinois Freedom of Information Act, 5 ILCS 140.

DATE: ________________________

TO: Hoffman Estates Park District
1685 W. Higgins Road
Hoffman Estates, IL 60195
(847) 885-7500

FROM:____________________________________
Name (*please print*)

____
Street Address

____
City/State/County Zip

____
Telephone

____
Email (optional)

DOCUMENT(s) *(be specific)*

____

____

____

____I would like to **inspect records in person** ____I would like to **obtain copies*** of records
____I would like the records provided **electronically** at Email address above

Is this request for a Commercial purpose? YES or NO
(It is a violation of the Freedom of Information Act for a person to knowingly obtain a public record for a commercial purpose without disclosing that it is for a commercial purpose, if requested to do so by the public body. 5 ILCS 140.3.1c)).

Are you requesting a fee waiver? YES or NO
(If you are requesting that the public body waive any fees for copying the documents, you must attach a statement of the purpose of the request and whether the principal purpose of the request is to access or disseminate information regarding the health, safety and welfare or legal rights of the general public. 5 ILCS 146/6(c)).

Reviewed: DRB 4/18/17

Reviewed by Admin Staff and CT 9.2022

***First 50 copies (B/W) at no charge. Additional B/W copies over 50 @ $.15/each; Color copies @ $.50/each; Copy of Certified Records @ $1.00/each record.**

Reviewed: DRB 4/18/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Handling Park District Mail

1.005 Park District Mail

A. Incoming Mail

1) All mail delivered by U.S. Postal Carrier shall be the responsibility of the Finance/Business Department Staff. No staff other than those designated by the Director of Finance/Business will be allowed to go through the district mail.
2) Staff designated by the Director of Finance and Administration will immediately upon receiving delivery distribute the mail as follows:

   a. All invoices will be given to the accounting staff. The accounting staff will be responsible for opening and date-stamping this mail.
   b. All remaining mail will be distributed unopened into the mailboxes of employees to whom it is addressed.

B. Outgoing Mail

1) District mail to be mailed daily shall be the responsibility of the Finance and Administration Department Staff. No staff, other than those designated by the Director of Finance and Administration, will be allowed to process daily mail. The only exception to this shall be the brochure and other bulk mailing processed by the Marketing and Communications Department.
2) Staff designated by the Director of Finance and Administration will process daily outgoing mail as follows:

   a. All outgoing mail from all departments and facilities will be placed in the bin specified for outgoing mail to be posted.
   b. The Finance and Administration Department Staff will post any outgoing mail on a daily basis.
   c. Mail received 30 minutes prior to posted pick up time, Monday through Friday, will be posted and mailed for the same day. Mail received after 10:30 a.m. will be posted and mailed for the next day unless specific, written instructions accompany the mailing and alternate arrangements to deliver the mailing to the post office have been made.

3) Staff designated by the Director of Finance and Administration will lock own the mailing machine.

Approval Date: ___6/4/97___ ____Dean Bostrom__________________

Revision Date: ___12/28/98_ ____Dean Bostrom___________________

Revision Date: __4/10/03_____ ______Dean Bostrom, Executive Director

Reviewed: DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Access to District Records
By Commissioners / Employees

1.006 Access to District Records

A. When a commissioner or an employee requests access to district records, the Access to District Records Form must be filled out and submitted to the HR Manager.

B. Upon approval by the HR Manager and/or Director of Administration of Finance, a date and time will be determined for review.

Approval Date:	___6/4/097______	____Dean R. Bostrom___
Revision Date:	____9/11/09______	____Dean Bostrom________
Revision Date:	9/2015	D. Bostrom, Executive Director

Reviewed: DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Numbering of Memorandums,
Ordinances and Resolutions

1.007 Numbering of Memorandums, Ordinances and Resolutions

A. The park board at their regular meeting of May 20, 1997 approved the following number system for park district documents.

1. All memorandums shall begin **M**, the year, and the next consecutive number, example: M-97-01.
2. All ordinances shall begin **O**, the year, and the next consecutive number, example: O-97-01.
3. All resolutions shall begin **R**, the year, and the next consecutive number, example: R-97-01.

B. All memorandums, ordinances, and resolutions for the district shall be numbered in accordance with the above system. The Executive Assistant shall keep the log on-line for numbering memorandums, ordinances, and resolutions.

C. All numbers will therefore be obtained from the on-line log.

Approval Date: __6/1/97___ ________Dean R. Bostrom______________

Revision Date: ___3/31/13__ ________Dean Bostrom, Executive Director__

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Use of
Suggestion Box Forms

1.008 Use of Suggestion Boxes

A. At all times, all suggestion boxes are to be supplied with suggestion forms.

B. On-site management staff is responsible for collecting forms on a daily basis, noting the date received and forwarding them to the appropriate division director.

C. Appropriate staff follow through on customer suggestions as required regardless of whether or not a name is given.

D. Customers who request to be notified must be contacted within three working days following receipt of their suggestions regarding its status. Additional contacts may be necessary to explain final disposition.

E. One action is completed, the action taken and the date are written on the form and returned to the appropriate division director.

Approval Date: 6/5/97 Dean R. Bostrom, Executive Director
Revision Date: ______________________

Reviewed: DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Use of
Public Concern Forms

1.009 Use of Public Concern Forms

A. Public concern forms are to be available at the offices of each district facility.

B. On-site management staff is responsible for collecting forms on a daily basis, noting the date received and forwarding them to the appropriate division director.

C. Appropriate staff follow through on customer suggestions as required regardless of whether or not a name is given.

D. Customers who request to be notified must be contacted within three working days following receipt of their suggestions regarding its status. Additional contacts may be necessary to explain final disposition.

E. One action is completed, the action taken and the date are written on the form and returned to the appropriate division director.

F. One complete copy of the form is forwarded to the executive director for review and the second copy is forwarded to the administrative assistant for filing.

Approval Date:	6/5/97	Dean R. Bostrom, Ex Director
Revision Date:		

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Long Distance Telephone Calls

1.010 <u>Long Distance Telephone Calls</u>

A. Long distance, personal calls must be kept to a minimum and paid for by a prepaid phone calling card or credit card.

1. An employee not paying by the above method must reimburse the district for the cost of that call by contacting the business office with details and providing appropriate payment.

B. Employees repeatedly using district phone lines for personal, long distance calls without paying for these calls will face strict disciplinary action.

C. Area Codes 847, 708, 773, 630, 312 and 815 are considered local calls.

Approval Date: ___9/4/97___ _____Dean R. Bostrom, Ex Director________

Revision Date: __________ ____________________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Inclement Weather Procedure for Programs & Facilities

1.011 **Inclement Weather Procedure for Programs & Facilities**

A. Monday – Friday (school in session)

1. If classes in School District 54 are cancelled for the entire day to inclement weather, all programs at Triphahn Center will be cancelled until 1pm. Decisions on classes between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm. TC Part-Day Preschool (AM & PM classes) is cancelled when District 54 is cancelled. Early Learning & Care (ELC) full-day preschool is not cancelled due to inclement weather if the Triphahn Center is open.
2. If classes in School District 15 are cancelled for the entire day to inclement weather, all programs at Willow Recreation Center will be cancelled until 1pm. Decisions on classes between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm. Part-Day Preschool (AM & PM classes) is cancelled when District 15 is cancelled.
3. If classes in School District U-46 are cancelled for the entire day to inclement weather, all youth programs at The Club at Prairie Stone & Timber Trails School will be cancelled until 1pm. Decisions on classes between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm.
4. The STAR before & after school program will be cancelled for the entire day when the school districts are closed. Willow STAR follows School District 15 severe weather days. Lakeview, Fairview, MacArthur, Armstrong, Muir and Lincoln Prairie STAR sites follow School District 54 severe weather days.
5. Harper Continuing Education classes held at HE Parks facilities will be cancelled when the Harper campus is closed due to inclement weather.
6. Facilities will remain open unless snow accumulation has prevented Parks Maintenance from clearing the parking lot and walkways to the facilities.
7. HE Parks website, social media and weather hotline will be updated.
8. Participants will not be called individually. They must check the website, social media or call the hotline (847-285-5508)

B. Weekends or School Holidays

1. If the weather is inclement, the decision to run morning programs through 1pm will be made by 6am by the Division Director(s). Decisions on classes between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm.
2. Division Director(s) will notify their team.
3. Supervisors are responsible for contacting their instructors/staff.
4. Facilities will remain open unless snow accumulation has prevented Parks Maintenance from clearing the parking lot and walkways to the facilities.
5. HE Parks website, social media and weather hotline will be updated.
6. Participants will not be called individually. They must check the website, social media or call the hotline (847-285-5508)

C. Early Facility Closings

1. In the event of extremely bad weather, Division Director(s) will contact Facility Managers regarding closing the facilities.
2. Facility Managers will notify all facility users that the facility is closing at specified time.
3. Facility Manager will contact any incoming renters.
4. Program Managers will contact instructors/staff.
5. Program Managers will contact participants.

D. Communication

1. Division Director(s) will notify C&M Department of all program and facility decisions.
2. HE Parks website, social media and weather hotline will be updated.
3. If deemed necessary, it may be determined that an eblast be sent to HE Parks database of subscribers on file.

E. Rescheduling / Cancellation Policy

1. Every effort will be made to reschedule the program cancelled due to inclement weather.
2. If a make-up class is not possible, participants will receive a refund for the class(es) missed. Refund will be processed as a credit on their household.

F. Severe Cold Child Care

1. When schools are closed for severe cold, child care will be offered to children Kindergarten through 6th grade at the Triphahn Center from 7am-6pm. Registration will be available online or in-person within the hour after the school cancellation is announced.

Inclement Weather Standard Communication

Website Statement

As we approach the winter season, we may experience inclement weather that could possibly cause our facilities and programs to open late, close early, or to be cancelled. Our primary concern is for the safety of our participants, parents and patrons.

The following procedures will be followed if this becomes necessary:

1. If classes in School District 54 are cancelled for the entire day to inclement weather, all programs at Triphahn Center will be cancelled until 1pm. Decisions on classes between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm. Part-Day Preschool (AM & PM classes) is cancelled when District 54 is cancelled. Early Learning & Care (ELC) full-day preschool is not cancelled due to inclement weather if the Triphahn Center is open.
2. If classes in School District 15 are cancelled for the entire day to inclement weather, all programs at Willow Recreation Center will be cancelled until 1pm. Decisions on classes

between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm. WRC Part-Day Preschool (AM & PM classes) is cancelled when District 15 is cancelled.

3. If classes in School District U-46 are cancelled for the entire day to inclement weather, all youth programs at The Club at Prairie Stone & Timber Trails School will be cancelled until 1pm. Decisions on classes between 1-6pm will be made by Noon and decisions held after 6pm will be made by 4pm.
4. The STAR before & after school program will be cancelled for the entire day when the school districts are closed. Willow STAR follows School District 15 severe weather days. Lakeview, Fairview, MacArthur, Armstrong, Muir and Lincoln Prairie STAR sites follow School District 54 severe weather days.
5. Harper Continuing Education classes held at HE Parks facilities will be cancelled when the Harper campus is closed due to inclement weather.
6. Facilities will remain open unless snow accumulation has prevented Parks Maintenance from clearing the parking lot and walkways to the facilities.
7. Notification will be made on HE Parks website (www.heparks.org) and on HE Parks Facebook & Twitter accounts.
8. Updates will also be made on our Weather Hotline (847-285-5508)

Rescheduling / Cancellation Policy

Every effort will be made to reschedule the program cancelled due to inclement weather.

If a make-up class is not possible, participants will receive a refund for the class(es) missed. Refund will be processed as a credit on their household.

Weather Hotline – General Message

Thank you for calling the Hoffman Estates Park District weather hotline.

Currently all park district programs are running as scheduled and facilities are open.

If you have questions regarding youth athletics, the weather hotline is 847-285-5510.

The adult sports weather hotline is 847-285-5509.

Seascape weather hotline is 847-310-3626 x 1.

Inclement Weather – Hotline Message

Thank you for calling the Hoffman Estates Park District weather hotline. Please listen to this message carefully and in its entirety.

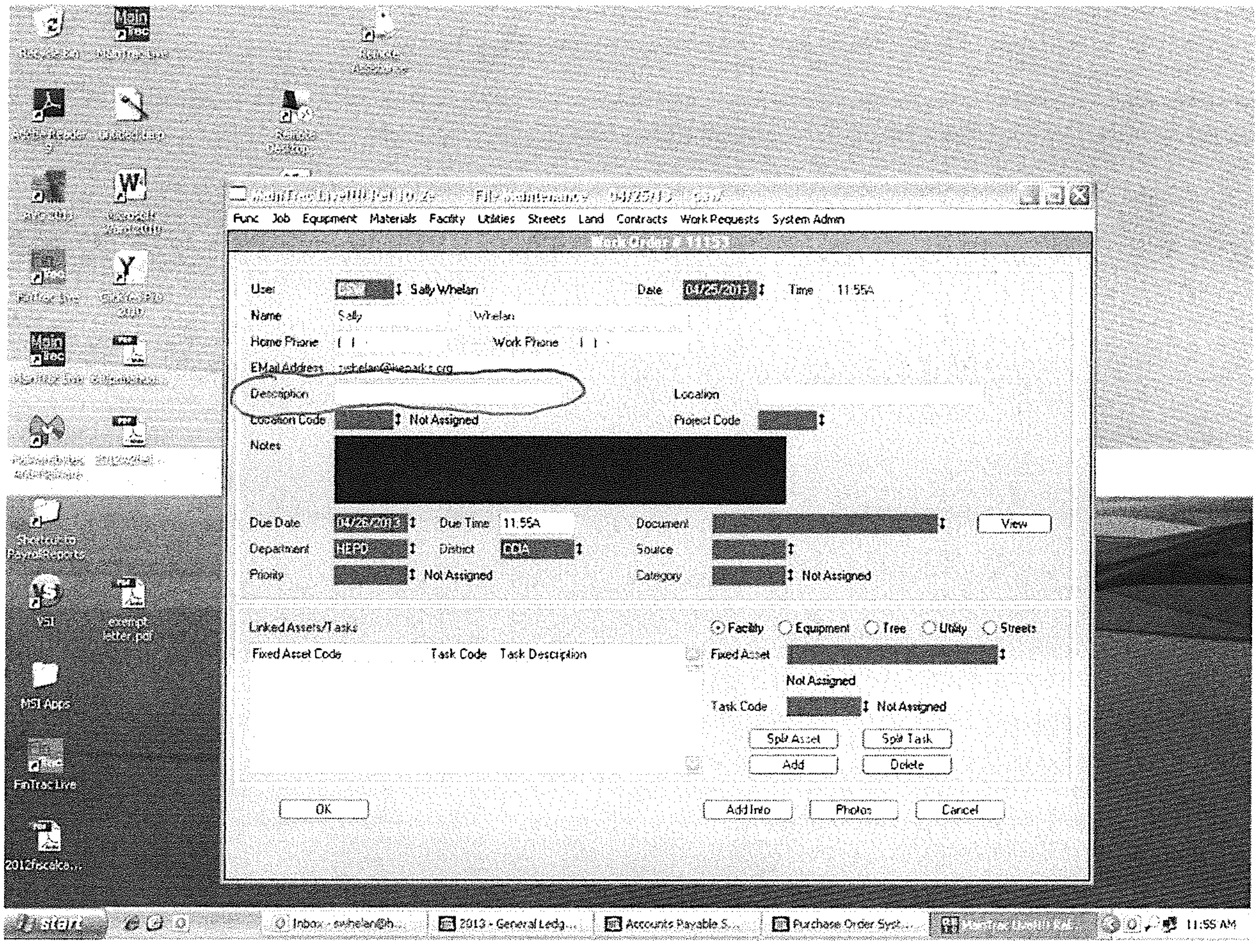
It is: Indicate day, month and date, year at time. (e.g., It is Monday, November 26, 2018 at 7am)

List specific details here per the weather procedure.

Please contact the weather hotline throughout the day for further updates. Thank you.

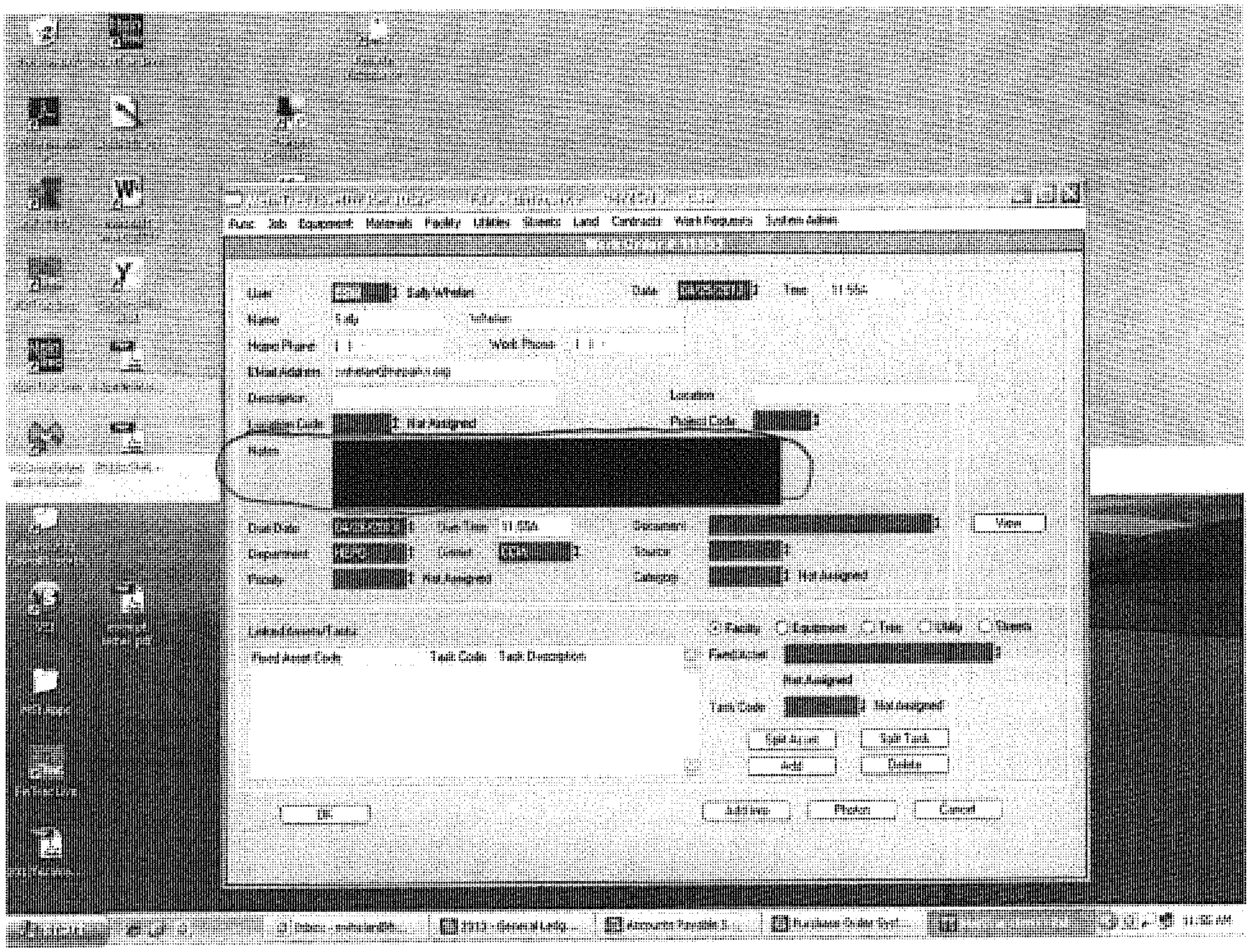
Approval Date: December 11, 2018 Craig Talsma

A



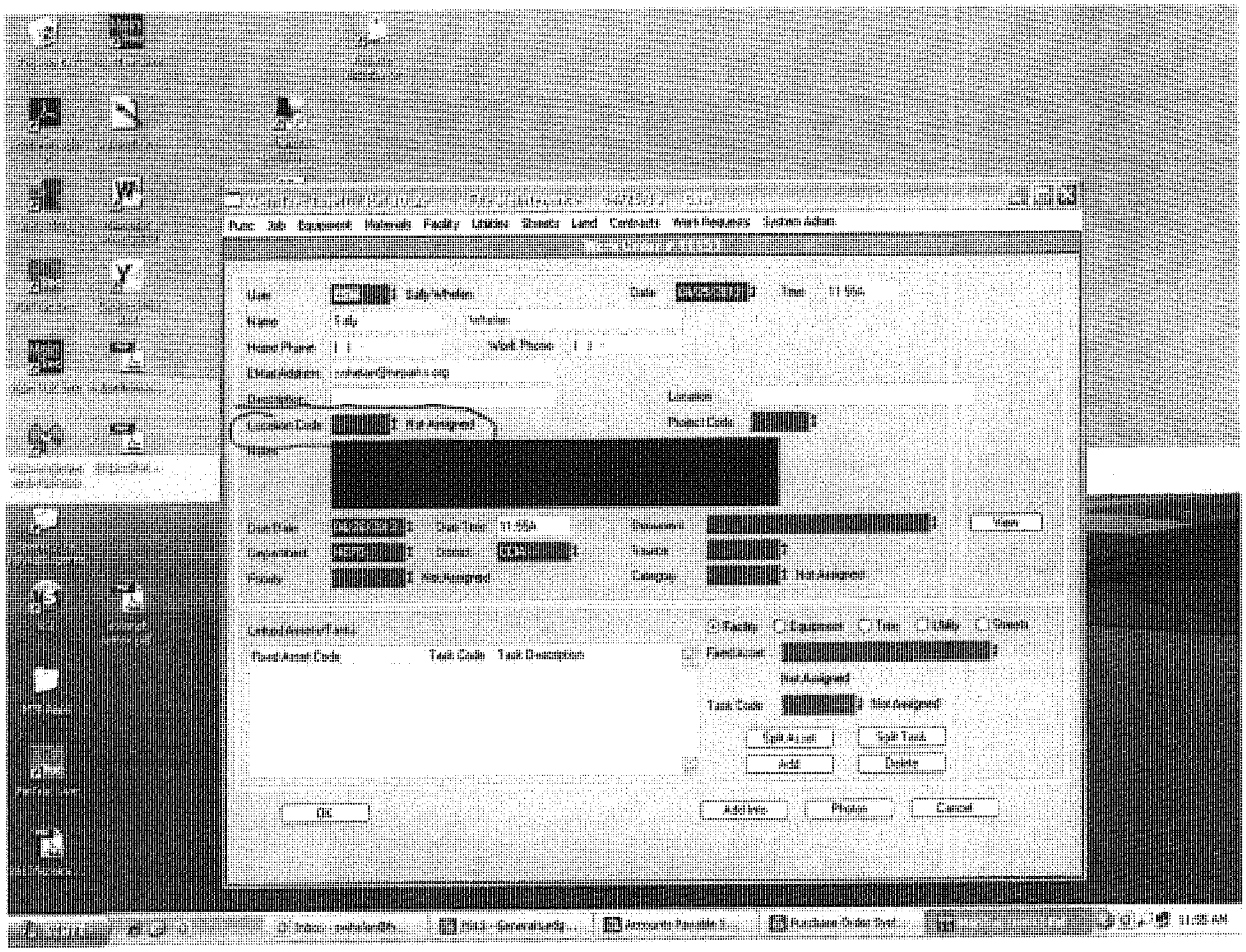
Reviewed by Admin Staff and CT 9.2022

B



Reviewed by Admin Staff and CT 9.2022

C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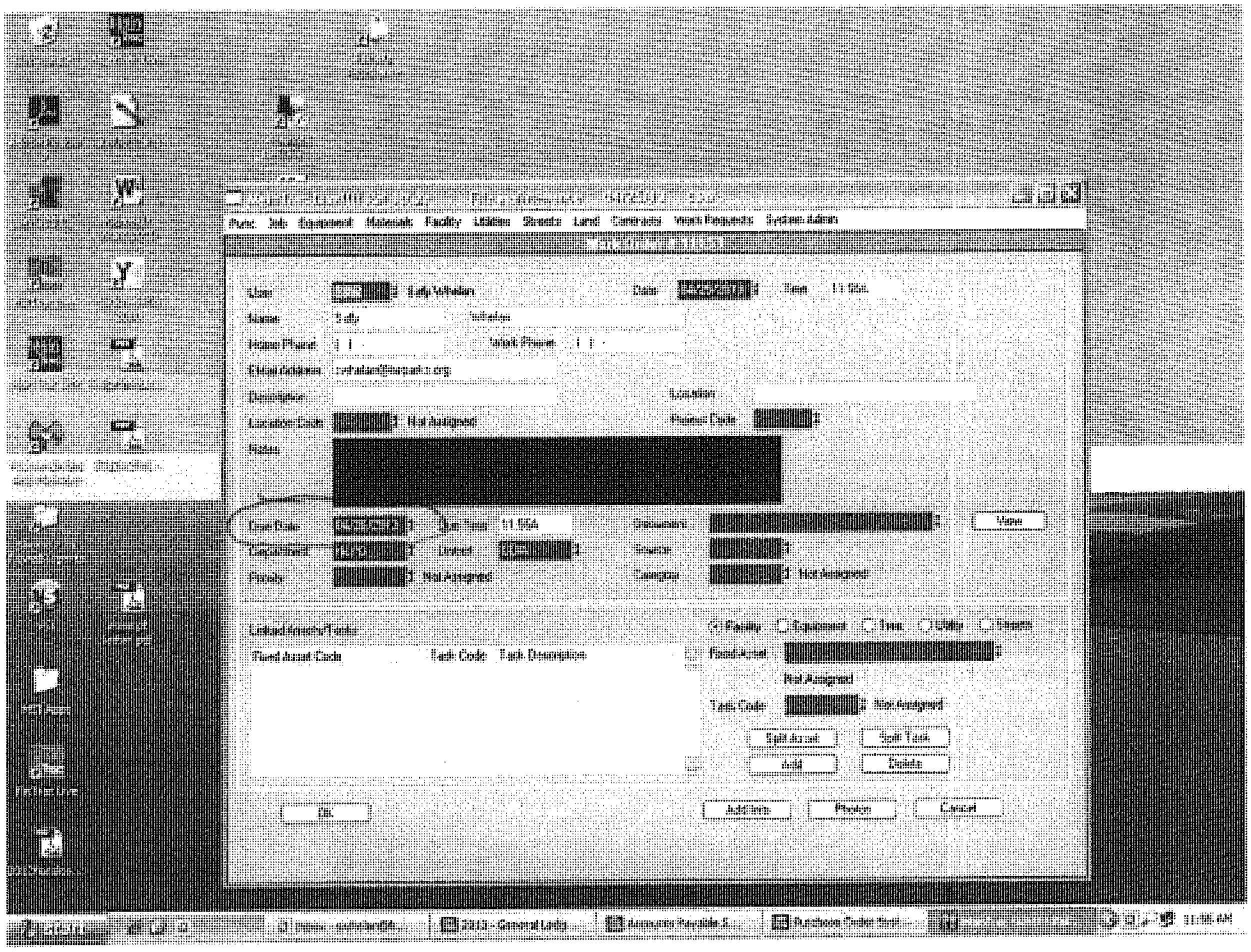
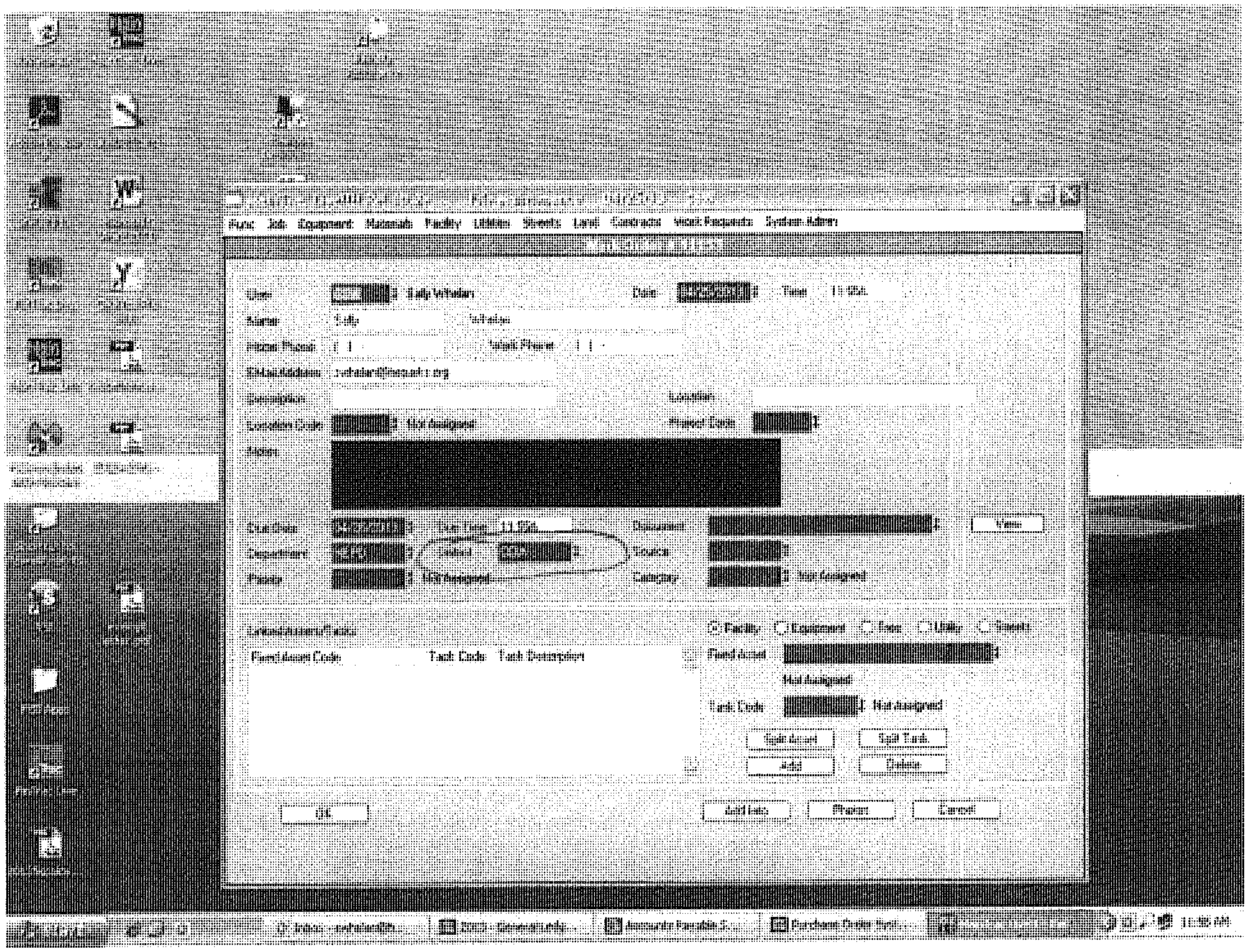
View
Split Asset
Split Task
Add
Delete
OK
Add Info
Photos
Cancel

D



Reviewed by Admin Staff and CT 9.2022

E



Hoffman Estates Park District
Procedure for Use of
Work Order request through the MainTrac system

1.012 Work Order Request through the MainTrac system Procedure

A. When division staff requests their own division or another division to perform a specific task, a work order request is necessary to start the process. All work order requests are to be generated through the MainTrac work order processing system.

B. Any full-time or part-time employee may submit a work order request, and is encouraged to do so to correct unsafe conditions and to promote the overall efficiency, appearance, and quality of service to the district's customers both internal and external.

C. The description of the work to be done, see attachment item "A", should be a brief description. A complete description of the work to be done should be listed under the note section, see attachment item "B". Please be as complete as possible when writing the notes for the work to be done.

D. Determine which division (MainTrac terminology "District", see attachment item "C") needs to fulfill the work order request; your local facility, Parks Maintenance, IT, Supply or C&M. If you're uncertain if a work request is necessary or which division to assign it to; seek direction from your supervisor.

E. Staff will need to be trained on the MainTrac system in order to be issued a login and password, please have your supervisor create a work order for the IT department.

F. Work order requests that require the purchase of supplies need to have a general ledger code where supplies can be charged to written into the notes section of the work request, see attachment item "B".

G. Take care to assign a completion date, see attachment item "D". An unassigned completion date will result in the division performing the work to assign the date.

H. If the work order is to be completed by the C&M department, take care to select the appropriate category, see attachment item "E". This category helps to determine which area within the park district is requesting the work.

I. Failure to adhere to this procedure will result in disciplinary action up to an including dismissal.

Approval Date: ______2/18/09______ Dean Bostrom, Executive Director__

Revision Date: __________________ ______________________________

Reviewed: DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Customer Service Standards

1.013 Customer Service Standards

A. Staff Appearance
1. Staff must be clean, neat and well-groomed at all times.
2. Staff must be appropriately dressed at all times.
3. Employees who are issued uniforms are required to wear them.
4. Name tags must be worn.

B. Customer Service
1. Customers will be immediately acknowledged.
2. Each customer will be met with a friendly greeting and thanked for their patronage.
3. Counter service will be provided in less than two minutes.
4. Telephones will be answered within three rings.
5. Phones will be answered, "Thank you for calling the Hoffman Estates Park District. How may I help you?"
6. Staff must always be courteous and polite during each customer contact. Courteous behavior is an attitude or manner in which an employee interacts with a customer and allows the customer to walk away feeling positive about the encounter.
7. Staff must always be empathetic to customer concerns. Show that you genuinely care about he person you are serving. Never promise more than you can deliver but do more than is expected when you handle a customer's problem.
8. Each employee is empowered to solve customer problems to the best of their skill and knowledge.
9. Each employee will be trained in all areas related to the operation of the facility.

C. Safety and Maintenance
1. Staff must know the facility emergency procedures for fire, tornadoes, medical emergency and lost children.
2. Each employee is responsible for immediately reporting and/or correcting any safety concerns.
3. When walking through any of the facilities, staff should pick up and dispose of any litter. This includes parking lots and building entrances.

Approval Date: 12/28/98 Dean R. Bostrom, Ex Director

Revision Date: ____________ ____________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Preparation of Board Meeting Packets

1.014 Preparing Board Packets

A. The Executive Director, in coordination with the Board President, committee chair and administrative staff, develops the preliminary agenda no later than five working days prior to board/committee meeting date.
B. All board materials shall be approved by the Executive Director except financial materials, which shall be approved by the Director of Finance.
C. All reports, memos, etc., shall be submitted to Executive Assistant no later than three working days prior to board/committee meeting.
D. Executive Assistant shall post Agenda in-house and fax to requesting newspapers/ agencies by 5:00 pm on the Friday prior to the meeting.
E. Executive Assistant shall post the packet on the district website by 5:00 pm on the Friday prior to the meeting.
F. Executive Assistant shall email the link to the packet to the Board as well as the appropriate committee and staff members by 5:00 pm on the Friday prior to the meeting.
G. Executive Assistant to create a link to the packet on the district's web page which can then be utilized by the Board/Committee on the district's laptops.
H. The original packet shall be filed in the Board/Committee Meeting binder.

After completion of board/committee meetings, Executive Director, in coordination with Director of Finance, shall file necessary ordinances and documents with Cook County, distribute official documents for additional required signatures, and file Park District ordinances in Park District official board files.

Approval Date:	12/1998	Dean Bostrom
Revision Date:	09/2009	Dean Bostrom
Revision Date:	09/2015	Dean Bostrom , Ex Director

Reviewed: DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for T.E.A.M. Committee

1.015 T.E.A.M. Committee

The procedure for the T.E.A.M. (**T**ogether **E**mployees **A**chieve **M**ore) Committee shall be as follows:

A. One full-time employee will be assigned from each department.
B. The Executive Assistant will serve as chairperson.
C. Division Directors shall make committee appointments. Division Directors shall solicit volunteer members prior to assigning staff, if required.
D. The committee shall review suggestions and departmental/division concerns submitted by staff. Recommendations for appropriate action will be made to the administrative staff for final disposition.
E. The T.E.A.M. Committee will promote team building activities and social functions to promote the district's I2Care Values.
F. The T.E.A.M. Committee will promote employee recognition programs.
G. The T.E.A.M. Committee will recommend annual budget for social functions and employee recognition program.
H. The T.E.A.M. Committee will communicate policy changes, activities, and holidays.
I. The T.E.A.M. Committee will promote and oversee the wellness at work program to build relationships across departments/divisions within the district.
J. The T.E.A.M. Committee will recommend and oversee the district's training program, "Hoffman University".
K. The T.E.A.M. Committee will review and make recommendations as it relates to the I2Care Values.

Approval Date: 12/28/98 Dean R. Bostrom____________________

Revision Date: 3/31/13 Dean Bostrom_______________________

Revision Date: 9/5/13 Dean R. Bostrom, Executive Director____

Reviewed CT 8/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Smoking

1.016 Smoking

A. With the exception of the Bridges of Poplar Creek Country Club, Hoffman Estates Park District is entirely smoke-free. No person shall smoke, burn, or exhale any cigar, cigarette, pipe, electronic cigarette or any other device designed to inhale and/or exhale tobacco or any vaporizer related products (hereinafter “smoking”) while on District property other than Bridges of Poplar Creek Country Club. ****The smoking of cannabis is prohibited Districtwide****
B. While at the Bridges of Poplar Creek Country Club, no person shall engage in smoking within a building, in violation of the “Smoke Free Illinois Act” 410 ILCS 82/1 et seq., as may be amended from time to time. All buildings, enclosed areas, and facilities will have a designated smoking area. The designated smoking area will not be within fifty feet (50’) of any public entrance/exit to the building, enclosed area or facility, not including designated emergency exits. Except for the designated smoking area, smoking shall be prohibited within fifteen feet (15’) of all public sidewalks, walkways or plaza areas adjacent to an enclosed area, and within fifteen feet (15’) of mechanical air intakes at any building or facility or which would serve as a means of public ingress or egress to an enclosed area, building or facility.
C. Smoking is prohibited within fifteen feet (15’) of any outdoor eating establishment or facility at the Bridges of Poplar Creek Country Club.
D. Smoking is prohibited within fifty feet (50’) of all designated program or special event areas at the Bridges of Poplar Creek Country Club.
E. Smoking is prohibited in/on any park district equipment or vehicle.
F. All personnel (staff, vendors, outside contractors, volunteers) are prohibited from smoking while working directly with the public.
G. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	12/28/98	Dean R. Bostrom
Revision Date:	12/19/06	Dean R. Bostrom
Revision Date:	5/1/2014	Dean R. Bostrom
Revision Date:	9/16/16	D.Bostrom, Ex Director
Revision Date:	01/01/20	Talsma/Leninger

Reviewed CT 01/01/2020

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Burglar Alarms

1.017 Alarms

A. Various park facilities have installed punch-code burglar alarms. Alarm codes/keys shall be issued to authorized personnel only. Disclosure by any person of alarm codes/keys to unauthorized personnel shall be subject to disciplinary action.

B. If alarm code/keys are lost or stolen, the Facility Manager shall be notified immediately for corrective action.

Approval Date: __12/28/98__ ____Dean R. Bostrom, Ex Director________

Revision Date: __________ ____________________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Reporting Vandalism

1.018 Vandalism

A. The purpose of the Vandalism Report is to notify staff in a timely manner so vandalism can be repaired as quickly as possible.

B. Upon notification or discovery of vandalism, a Vandalism Report should immediately be filled out and forwarded to the Parks Department. In the event that a blank report is not available, all detailed information should be written down and then transferred to a Vandalism Report upon return to Park District offices. Attach the written notes to the Vandalism Report.

C. Filling out Form – Note the date and time (if possible), person reporting the vandalism, and location of vandalism (be as specific as possible).

Example:

- Maple playground (on Illinois Boulevard) hole in bottom of tornado slide. (**Right** – enough detail to identify the problem)
  Maple playground problem
- (**Wrong** – not enough information)
  Turn in form as soon as possible.

D. Completion of Form and Repair – Parks Department staff shall accurately confirm or identify type of repair needed, materials used, cost of materials, labor time/cost to repair, date completed, by whom, and any additional comments as applicable.

Approval Date: __12/28/98__ _____Dean R. Bostrom, Ex Director_______

Revision Date: __________ ____________________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Reporting
Incidents, Confrontations with Residents, and Accidents

1.020 <u>Reporting Incidents, Confrontations with Residents and Accidents:</u>

A. Equal Access
No eligible participant shall, on the basis of race, sex, creed, national origin or disability be denied equal access to programs, activities, services or benefits or be limited to the exercise of any right, privilege, advantage or opportunity.

B. Behavior
Participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make park district programs safe and enjoyable for all participants. Additional rules may be developed for particular programs and athletic leagues as deemed necessary by staff.

Participants shall:
- Show respect to all participants and staff, take direction from staff.
- Refrain from using abusive or foul language.
- Refrain from causing bodily harm to self, other participants or staff.
- Show respect for equipment, supplies and facilities.

C. Discipline
A positive approach will be used regarding discipline. Staff will periodically review rules with participants during the program session. If inappropriate behavior occurs, prompt resolution will be sought specific to each individual situation. The park district reserves the right to dismiss a participant whose behavior endangers the safety to himself or others.

D. Procedure
Upon registration or entry into the program, the parent/guardian should be solicited for any information regarding special accommodations needed (for example: if the registration form asks “Please describe any accommodation needed for the participant’s enjoyment of this program” and the parent indicates “positive role models for behavior” or a similar response, the parent should be contacted for information about any behavior modification programs in place at school or home. Attempts should be made to utilize these in the program.

If a participant exhibits inappropriate actions, the following guidelines should be followed:

1. Program leaders should determine the severity of the action and immediately take steps to correct it. These may include:
   a. Verbal warning
   b. Supervised time out (1-5 minutes) from program. Type of time out may vary according to situation (observational – from sidelines of activity; exclusion – away from group but within view; seclusion – time out area with staff member present). If physical restraint is sued to protect against injury, the time out should be documented on a conduct report.
2. Any conduct reports made should be given to the full-time supervisor.
3. Parent should be contacted by supervisor or leader in charge of this program.
4. If not already being utilized, a behavior modification program should be developed and implemented (those involved in development may include, but not be limited to, park district staff, special recreation staff, parent/guardian, school personnel, other support professionals). The behavior modification program should be monitored and revised as needed.
5. Communication between staff (program leader, supervisor and special recreation) and parent should be ongoing regarding any further incidents of inappropriate behavior. Documentation is recommended.
6. Other related professionals (teacher, social worker, psychologist, etc.) may be consulted for suggestions.
7. If inappropriate behavior persists, removal from program may be necessary. Options may include:
   a. Transfer to another program where inappropriate behavior may be less prone to occur.
   b. Limited/reduced time frame that participant is allowed to attend the program.
   c. If a late charge policy exists, an additional charged assessed for overtime responsibility for participant if he/she is detained beyond normal program hours.
   d. Suspension from program for a designated time period.
   e. Removal from the program.
8. Appeals by the participant and/or his or her parent/guardian may be directed to the division director of leisure services.

Approval Date: 4/6/99 Dean R. Bostrom, Ex Director

Revised Date: ____________ ______________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District

Procedure on Accident Reporting

1.021 Accident Reporting

A. Prompt and thorough reporting of claims of injury or property damage is vital in controlling claims cost and exposure to the District. Each employee of the Park District is mandated to report all claims accurately and in a timely manner (preferably within thirty minutes of the incident but no later than twenty-four hours afterward).

B. When an accident is witnessed by or reported to an employee prompt action is necessary. Deal with the immediate crisis; such as, call EMS or 911, contact emergency contacts and or parents, etc. If possible or if the situation calls for it, photograph the scene from all angles. If you have employees as witnesses be cautious when taking their written statements. Be sure they state only what they saw or know for fact. Be sure they do not speculate about the cause of the accident. Be sure all witness statements (whether employee or patron) are signed and dated on each page and include the employee's address and phone number. Begin accumulating documentation regarding the incident; copies of wavers, leases, intergovernmental agreements, inspection records, etc.

C. **General Liability** claims (personal injury) require a **Form 01 PDRMA ACCIDENT/INCIDENT REPORT** (see form attached). If possible form should be accompanied by photographs, written statements of witnesses, other reports (police, OSHA, etc.) and any other information relevant to the accident/incident. ***Do not, however, delay the reporting of the incident/accident just to include these items.*** Copies of the completed form are to be sent to the Risk Manager and PDRMA within 24 hours.

D. **Auto Liability** claims (accidents/incidents involving District vehicles during work hours, District vehicles after work hours, and personal vehicles during District work hours for district business) require a **Form 02 ACCIDENT REPORT, AUTO AND TRUCK** (see form and instructions attached). If possible forms should be accompanied by photographs, written statements of staff or witnesses, police report, and estimates. ***Do not, however, delay the reporting of the incident/accident just to include these items.*** Copies of the completed form are to be sent to the Risk Manager and PDRMA within 24 hours.

E. **Property Damage** claims require a **Form 03 LOSS REPORT, PROPERTY** (see form and instructions attached). If possible forms should be accompanied by photographs, written statements of staff or witnesses, police report, and estimates. ***Do not, however, delay the reporting of the incident/accident just to include these items.*** Copies of the completed form are to be sent to the Risk Manager and PDRMA within 24 hours.

F. **Employee Injury** claims require a **Form 04** (formerly Form 45) **Employee Injury Report** (see form and instructions attached). ***Do not allow the employee to complete and sign their own Form 04.*** The supervisor must complete and sign the form 04. Be sure the form is completely filled out, all boxes accounted for and if there is lost time or not. The form is not considered complete without the employees Social Security Number (SSN#) and date of birth (DOB). Employees have twenty-four hours to report an injury for a claim to be considered.. Copies of the completed form are to be sent to the Superintendent of HR. If the employee injury is serious, the form may be forwarded directly to PDRMA.

G. **OSHA:** If an employee dies while on the job, the incident must be reported to OSHA within eight (8) hours. If an employee becomes an in-patient in a hospital as a result of a work-related accident, the incident must be reported within twenty-four (24) hours of the hospitalization.

H. Whenever possible employees are to use the on-line version of **Forms 01, 02, 03,** and **04** found on the shared drive. In the event a hand-written copy is submitted all boxes are to be annotated and the printing must be legible and neat. Signatures must be in ink.

I. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	6/17/99	D. Bostrom
Revision Date:	6/25/01	D. Bostrom
Revision Date:	4/25/13	D. Bostrom, Executive Director
Revision Date:	12/15/17	Bostrom/Leninger

PDRMA Park District Risk Management Agency

Accident/Incident Report

Attorney/Client Privileged Document

Form 01

1 Agency name Hoffman Estates Park District — Today's date

2 Date of incident (mm/dd/yyyy) — Time of incident (hh/mm a.m./p.m.)

3 Name of person completing report — Title of person completing report

4 Business phone number — Business email

5 How did the incident occur? (Provide a brief, factual description; do not speculate on fault, etc.)

6 Name of the location (park, pool, community center; *Ex. Smith Pool, Johnson Community Center*) or nearest intersection where the incident occurred.

7 Is there an address for this location? ☐ Yes ☐ No ☐ Unknown
If yes, please provide the following:

Street address

City — State — Zip code

8 Location (Specify the exact type of location/facility where injury occurred. *Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.*)

9 Primary location (Specify exact location. *Ex. lap pool, cart storage, classroom, pavilion*)

BODILY INJURY

If an employee was injured, please submit the form for an Employee Injury (Form 04) type of incident.

10 Was a person injured? (*Ex. patron, citizen, participant, volunteer*) ☐ Yes ☐ No ☐ Unknown

11 If yes, please provide the following information:

Last name ____ First name ____

Address ____

City ____ State ____ Zip code ____

Home phone # ____ Work phone # ____ Cell phone # ____

Age ____ Sex ☐ Male ☐ Female

12 Is injured person an agency volunteer? ☐ Yes ☐ No ☐ Unknown

13 Describe the injury (affected body part and type of injury; *Ex. contusion, bruise, laceration, sprain, break, etc.*)

14 Did injured person make any statements? ☐ Yes ☐ No ☐ Unknown

If yes, what did injured person say? ____

DRB 4/25/13

Reviewed by Admin Staff and CT 9.2022

Vehicle Accident Report

PDRMA Park District Risk Management Agency

(Accident involving agency vehicle. May involve bodily injury/property damage.)

Attorney/Client Privileged Document

Form 02

1 Agency name: Hoffman Estates Park District | Today's date

2 Date of incident (mm/dd/yyyy) | Time of incident (hh/mm, a.m./p.m.)

3 Name of person completing the report | Title of person completing report

4 Business phone | Business email

5 How did the incident occur and what property was damaged? (Provide a brief factual summary.)

6 Name of the location (street/road/highway) or nearest intersection where the incident occurred.

7 Is there an address for incident location? If yes, please provide the following:

Street address

City | State | Zip code

8 Location

Offsite (non-agency owned) ☐ On agency property ☐

9 Primary location

Highway/roadway ☐ Parking lot ☐ Other ☐

10 Was the agency vehicle occupied? ☐ Yes ☐ No ☐ Unknown

11 Agency driver last name | First name

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

Email

Is this driver an employee? ☐ Yes ☐ No ☐ Unknown

If Yes, enter job title of employee

Identify the type of driver

Full-time employee ☐
Part-time employee ☐
Seasonal employee ☐
Intern ☐
Volunteer ☐
Non-park district employee ☐
Spouse/family member ☐

12 Agency vehicle VIN | Make | Model | License number

PDRMA
Park District Risk Management Agency

Vehicle Accident Report

(Accident involving agency vehicle. May involve bodily injury/property damage.)

Attorney/Client Privileged Document

Form 02 (pg. 2)

13 Is vehicle drivable? ☐ Yes ☐ No ☐ Unknown

If no, provide current location of vehicle

14 Area of damage

15 Estimated repair cost

16 Was a trailer involved? ☐ Yes ☐ No ☐ Unknown

If yes, provide the following information.

Trailer year | Make | Model | License number

Trailer area of damage

Current location of trailer

Estimated repair cost of trailer

17 Has a police agency conducted an investigation? ☐ Yes ☐ No If yes, provide the following information.

What police agency investigated the incident?

Police report number

18 Was the agency driver ticketed, arrested or cited for violation(s)? ☐ Yes ☐ No ☐ Unknown

If yes, provide details of the ticket, arrest or violation(s).

19 CLAIMANT INFORMATION

Identify other people involved in the accident. *(Make additional copies of this section if needed.)*

How was the person involved in the accident? *(Check all that apply.)*

Driver of other vehicle ☐ Injured person ☐ Owner of involved property ☐

Owner of other vehicle ☐ Passenger of agency vehicle ☐ Passenger of other vehicle ☐

Pedestrian ☐

Last name or business name | First name (not necessary for business)

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

PDRMA
Park District Risk Management Agency

Vehicle Accident Report

(Accident involving agency vehicle. May involve bodily injury/property damage.)

Attorney/Client Privileged Document

Form 02 (pg. 3)

19 Vehicle make | Model | Year

Area of damage

Is vehicle driveable? ☐ Yes ☐ No If no, current location of vehicle

Extent of damage ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Describe the property damage *(other than vehicle)*

Extent of damage to property other than vehicle ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Age of injured person ______________ Sex of injured person ☐ Male ☐ Female

Was the injured person transported by paramedics? ☐ Yes ☐ No

If yes, where was the injured person taken?

Do you expect the injured person to file a claim? ☐ Yes ☐ No

Describe the injury

ADDITIONAL CLAIMANT INFORMATION

Identify other people involved in the accident. *(Make additional copies of this section if needed.)*

How was the person involved in the accident? *(Check all that apply.)*

Driver of other vehicle ☐ Injured person ☐ Owner of involved property ☐
Owner of other vehicle ☐ Passenger of agency vehicle ☐ Passenger of other vehicle ☐
Pedestrian ☐

Last name or business name | First name (not necessary for business)

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

Vehicle make | Model | Year

Area of damage

Is vehicle driveable? ☐ Yes ☐ No If no, current location of vehicle

Extent of damage ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Describe the property damage *(other than vehicle)*

Extent of damage to property other than vehicle ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Vehicle Accident Report

PDRMA Park District Risk Management Agency

(Accident involving agency vehicle. May involve bodily injury/property damage.)

Attorney/Client Privileged Document

Form 02 (pg. 4)

19 Age of injured person ______ Sex of injured person ☐ Male ☐ Female

Was the injured person transported by paramedics? ☐ Yes ☐ No

If yes, where was the injured person taken?

Do you expect the injured person to file a claim? ☐ Yes ☐ No

Describe the injury

20 Identify witnesses of the accident. (Provide the following information for each witness. Make additional copies of this page if needed.)

Last name | First name

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

Witness to accident? ☐ Yes ☐ No ☐ Unknown If yes, provide the following information.

Relation to injured person or property owner:

Agency employee or volunteer ☐ Another program participant or park user ☐ Friend ☐

Other ☐ Passerby ☐ Relative ☐

Did witness make any statements? ☐ Yes ☐ No ☐ Unknown

If yes, provide the following information.

What did witness say?

Where was witness when the accident occurred?

21 Was the driver of the agency vehicle conducting agency business at the time of the accident?

☐ Yes ☐ No ☐ Unknown

22 What street was the agency driver on? | What street was the other driver driving on?

23 What direction was the agency driver traveling? ☐ North ☐ South ☐ East ☐ West

What direction was the other driver traveling? ☐ North ☐ South ☐ East ☐ West

24 Weather conditions

Dry ☐ Fog ☐ Ice ☐ Snow ☐ Wet ☐

25 Accident diagram

PDRMA
Park District Risk Management Agency

Vehicle Accident Report
INSTRUCTIONS (WEB FORM)

Form 02

#	Section	Instructions
1	**Agency name**	Choose your specific agency from the drop-down menu that displays.
2	**Date of incident (mm/dd/yyyy)**	Provide the date the incident occurred or your best estimate if you do not know the specific date.
3	**Time of incident (hh:mm a.m./p.m.)**	Provide the time of the incident including hour, minutes and a.m. or p.m. (10:48 a.m.)
4	**Name of person completing the report**	Provide the name of the person completing the report. This person must be an agency employee or volunteer.
5	**Title of person completing the report**	Provide the job title of the employee or volunteer completing the report.
6	**Business phone number of person completing the report**	Provide the best business or cell phone number of the person completing the report.
7	**Business email of person completing the report**	Provide a business, not personal, email of the employee or volunteer completing the report. This aids in timely follow-up from PDRMA.
8	**How did the incident occur? (Brief summary of incident.)**	Provide a complete, concise description of how the accident occurred.
9	**Name of the location or nearest intersection where the incident occurred**	Provide the location where the accident occurred. If the accident occurred on a street or at an intersection, provide the street names.
10	**Is there an address for incident location?**	Choose Yes or No. If Yes, provide the address, city and state of the location.
11	**Location**	In the drop-down menu, choose the type of agency facility or property that most closely matches where the incident occurred. If the accident occurred off agency property, select Off Site.
12	**Primary location**	In the drop-down menu, choose the specific location that most closely matches where the incident occurred. In most cases, you will likely choose either Off site – Highway/Roadway, Park/Grounds – Road, or Parking Lot.

Reviewed by Admin Staff and CT 9.2022

#	Section	Instructions
13	**Was the agency vehicle occupied?**	Choose Yes, No or Unknown.
14	**Agency driver**	If you answer Yes to 13, click Add to enter information about the agency driver.
14a	**(Contact information)**	Provide the following contact information for the agency driver: • Last name. • First name. • Address. • City, State, Zip. • Phone number. • Email.
14b	**Is this driver an employee?**	Choose Yes, No or Unknown.
14c	**Job title of employee**	If you answer Yes to **14b**, click the magnifying glass icon and select the job title of the employee who was driving the agency vehicle.
14d	**Driver type**	Click the magnifying glass icon and select the description of what type of driver was driving the agency vehicle.
15	**Agency vehicle**	Click Add to provide information about the agency vehicle involved in the accident.
15a	**VIN**	Provide the Vehicle Identification Number for the vehicle involved in the accident.
15b	**Year**	Provide the model year of the agency vehicle involved in the accident.

#	Section	Instructions
15c	**Make**	Provide the make of the agency vehicle (Ford, Chevy, Honda, etc.)
15d	**Model**	Provide the model of the agency vehicle (F150, Malibu, CRV, etc.)
15e	**License number**	Provide the license number of the agency vehicle involved in the accident.
15f	**Is vehicle drivable?**	Choose Yes, No or Unknown.
15g	**Current location of vehicle**	If you answer No to **15f**, provide the location of the vehicle including the street address.
15h	**Area of damage**	Describe what part of the agency vehicle is damaged.
15i	**Estimated repair cost**	Provide an estimated dollar amount of what it will cost to repair the agency vehicle if known.
15j	**Was a trailer involved?**	Choose Yes, No or Unknown.
15k	**Trailer year**	If you answer Yes to **15j**, provide the model year of the trailer.
15l	**Trailer make**	Provide the make of the agency trailer involved in the accident.

#	Section	Instructions
15 m	**Trailer model**	Provide the model of the agency trailer involved in the accident.
15n	**Trailer license number**	Provide the license plate number of the agency trailer involved in the accident.
15o	**Trailer area of damage**	Describe what part of the agency trailer is damaged.
15p	**Current location of trailer**	Provide the location of the vehicle including the street address.
15q	**Estimated repair cost of trailer**	Provide an estimated dollar amount of what it will cost to repair the agency trailer if known.
16	**Has a police agency conducted an investigation?**	Choose Yes, No or Unknown.
17	**What police agency investigated the incident?**	Provide the name of the police department that investigated the accident.
18	**Police report number**	Provide the police report number assigned to the investigation of the accident.
19	**Was the agency driver ticketed, arrested, or cited for violations?**	Choose Yes, No or Unknown.
20	**Provide details of ticket, arrest or violation**	Describe what the ticket was issued for, why the driver was arrested or what violations the driver was cited for.

#	Section	Instructions
21	**Identify other people involved in the accident (each person involved needs to be added, ex: passengers, pedestrians, driver of other vehicle, etc.)**	If other people were involved in the accident, click Add to provide information on each.
21a	**How was the person involved in the accident? (select all that apply)**	If you click Add in **21**, click Add to respond to this question and select all of the options that apply in the list that displays: • Driver of other vehicle. • Injured person. • Owner of involved property. • Owner of other vehicle. • Passenger agency vehicle. • Passenger other vehicle. • Pedestrian.
21b	**(Contact information)**	After choosing how the person was involved in the accident in **21a**, please provide the following contact information: • Last name (or business name). • First name (not necessary if business name provided). • Address. • City, state, zip. • Phone number.
22	**Witness(es)**	If there is a witness(es) to the accident, click Add to provide information about the witness.
22a	**(Contact information)**	Please provide the following contact information for the witness: • Last name (or business name). • First name (not necessary if business name provided). • Address. • City, state, zip. • Phone number.
22b	**Witness to accident/incident?**	Choose Yes, No or Unknown.

Reviewed by Admin Staff and CT 9.2022

#	Section	Instructions
22c	**Relation to injured person or property owner**	If you choose Yes in **22b**, click the drop-down menu to select the relationship between the witness and the injured person or property owner. • Agency employee or volunteer. • Another program participant or park user. • Friend. • Other. • Passerby. • Relative.
22d	**Did witness make any statements?**	Choose Yes, No or Unknown.
22e	**What did witness say?**	If you answer Yes to **22d**, please provide a concise explanation of what the witness said in the statement.
22f	**Where was witness when the accident/incident occurred?**	Provide a brief description of where the witness was in relation to where the accident/incident occurred.
23	**Was driver of agency vehicle working for the agency at time of accident?**	Choose Yes, No or Unknown.
24	**What street was the agency driver on?**	Provide the name of the street on which the accident occurred.
25	**What direction was the agency driver travelling?**	Identify whether the agency driver was travelling north, south, east or west when the accident occurred.
26	**Weather conditions**	From the drop-down menu, select from the following options: • Dry. • Fog. • Ice. • Snow. • Wet.
27	**Upload files**	The person completing the report can attach multiple documents (invoice, bills, medical records, inspection forms, correspondence, police reports, photos, etc.) pertaining to the incident. (Total size for all attached files is 10MB).

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Property Loss Report

(For damage to agency property)

Attorney/Client Privileged Document

Form 03

1 Agency name Hoffman Estates Park District — Today's date

2 Date of incident (mm/dd/yyyy) — Time of incident (hh/mm, a.m./p.m.)

3 Name of person completing the report — Title of person completing report

4 Business phone — Business email

5 How did the incident occur and what property was damaged? (Provide a brief factual summary.)

6 Name of the location (park, pool, community center; *Ex. Smith Pool, Johnson Community Center*) or nearest intersection where the incident occurred.

7 Is there an address for incident location? If yes, please provide the following:

Street address

City — State — Zip code

8 Location (Specify the exact type of location/facility damaged, listing multiple locations/facilities if necessary. *Ex. maintenance garage, sports field*)

9 Primary location (Identify the exact area of damage. *Ex. tool storage, batting cage*)

10 Estimate of loss

11 Contact person at facility

12 Contact person's email

13 Contact person's phone number

14 Was damage caused by third-party (non-agency) individual? ☐ Yes ☐ No ☐ Unknown

15 Has the party responsible for damage been identified? If yes, provide the following contact information for the person or persons identified:

Name — Street address

City — State — Zip code

16 Has a police agency conducted an investigation? ☐ Yes ☐ No ☐ Unknown

17 What police agency investigated the incident? — What is the police report number?

18 Were criminal charges brought against the responsible party? If yes, what were the charges?

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Property Loss Report
INSTRUCTIONS (WEB FORM)

Form 03

#	Section	Instructions
1	**Agency name**	Choose your specific agency from the drop-down menu that displays.
2	**Date of incident (mm/dd/yyyy)**	Provide the date the incident occurred or your best estimate if you do not know the specific date.
3	**Time of incident (hh:mm a.m./p.m.)**	Provide the time of the incident including hour, minutes and a.m. or p.m. (10:48 a.m.)
4	**Name of person completing the report**	Provide the name of the person completing the report. This person must be an agency employee or volunteer.
5	**Title of person completing the report**	Provide the job title of the employee or volunteer completing the report.
6	**Business phone number of person completing the report**	Provide the best business or cell phone number of the person completing the report.
7	**Business email of person completing the Report**	Provide a business, not personal, email of the employee or volunteer completing the report.
8	**How did the incident occur and what property was damaged?**	Provide a complete, concise description of what occurred and the property that was damaged. Include a description of the specific damage that occurred.
9	**Name of the location. If the location does not have a name, provide the nearest intersection where the incident occurred.**	Provide the name of the park, pool, community center, administration office, maintenance facility, non-agency property/facility, etc., where the incident occurred. If the location does not have an exact street address, provide the nearest intersection for reference.
10	**Is there an address for incident location?** (If storm loss involving multiple agency locations, select No rather than Yes.)	Select Yes or No. If you select Yes, provide the address, city and state of the location (park, pool, community center, administration office, maintenance facility, non-agency property/facility, etc.). If the agency suffered damage at more than one location, select No.
11	**Location** (If storm loss involving multiple agency locations, select Multiple Property Loss Locations.)	In the drop-down menu, choose the type of facility or property that most closely matches where the incident occurred. If the agency suffered damage at more than one location, select multiple locations.
12	**Primary location** (If storm loss involving multiple agency locations, select Multiple Property Damage Locations.)	In the drop-down menu, choose the specific location within the facility or property that most closely matches where the incident occurred. The menu options provide a more detailed description of the incident location than in the Location field, above.

Reviewed by Admin Staff and CT 9.2022

#	Section	Instructions
13	**Estimate of loss**	Provide estimated dollar amount of damage if available or a description of the severity of the damages.
14	**Contact person at facility**	Provide the name of the person at the agency to contact for more information regarding the loss.
15	**Contact person email**	Provide business, not personal, e-mail address for the contact person, if available.
16	**Contact person phone**	Provide the business or cell phone number for the contact person.
17	**Was damage caused by 3rd party (non-agency individual)?**	Select Yes if damage was caused by someone who does not work for your agency. (Examples: arson, vandalism, auto accident, etc.)
18	**Responsible party identified?**	Select Yes or No.
19	**Name and address of responsible party or parties**	Provide name and address if possible.
20	**Has a police agency conducted an investigation?**	Choose Yes, No or Unknown.
21	**What police agency investigated the incident?**	Provide the law enforcement agency name.
21	**Were criminal charges brought against responsible party?**	Choose Yes, No or Unknown.
22	**What were the charges?**	Provide the criminal charges if known.
23	**Upload files**	The person completing the report can attach multiple documents (invoice, bills, medical records, inspection forms, correspondence, police reports, photos, etc.) pertaining to the incident. (Total size for all attached files is 10MB).

DRB 4/25/13

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Employee Injury Report

Form 04

1 Complete an Employee Injury Report for each employee injured.

2 Agency name | Today's date

3 Date of incident (mm/dd/yyyy) | Time of incident (hh/mm a.m./p.m.)

4 Name of person completing report | Title of person completing report

5 Business phone | Business email

6 How did the incident occur? (Provide a one-line factual description.)

7 Name of the location (park, pool, community center; *Ex. Smith Pool, Johnson Community Center*) or nearest intersection where the incident occurred.

8 Is there an address for this location? If yes, please provide the following:

Street address

City | State | Zip code

9 Location (Specify the exact type of location/facility where injury occurred. *Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.*)

10 Primary location (Specify exact location. *Ex. lap pool, cart storage, classroom, pavilion)*

11 Employer's FEIN

12 Did the employee miss more than three (3) scheduled workdays? ☐ Yes ☐ No ☐ Unknown

13 What was the employee doing when the accident occurred?

14 How did the incident occur? (Provide a detailed factual description.)

15 Employee last name | First name

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

Best number to contact employee | Email

Social security number | Date of birth (mm/dd/yyyy) | Gender ☐ Male ☐ Female

Marital status (divorced/married/single/unknown) | Number of dependents | Does employee speak English? ☐ Yes ☐ No

Average weekly wage | Job title/occupation

DRB 4/25/13

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Employee Injury Report

Form 04 (pg. 2)

15 What is the employee's employment status?
☐ Permanent full-time ☐ Permanent part-time ☐ Seasonal ☐ Intern ☐ Other

Date hired (mm/dd/yyyy)

What is the employee's tenure? (length of employment)
☐ Less than 1 yr. ☐ 1-3 yrs. ☐ 4-10 yrs. ☐ 11-19 yrs. ☐ More than 20 yrs.

Time employee began work on day of incident (hh/mm a.m./p.m.)

Last date employee worked prior to date of incident (mm/dd/yyyy)

If the employee died as a result of the accident, give the date of death. (mm/dd/yyyy)

Did the incident occur on agency premises? ☐ Yes ☐ No ☐ Unknown

Injury or illness? ☐ Injury ☐ Illness

Describe the injury or illness (affected body part and type of injury; *Ex. contusion, bruise, laceration, sprain, break, etc.*)

What object or substance, if any, directly harmed the employee?

16 Did the injured employee seek medical attention? ☐ Yes ☐ No ☐ Unknown

17 If yes, was the treatment given away from the worksite? ☐ Yes ☐ No ☐ Unknown

18 Was the employee treated in an emergency room? ☐ Yes ☐ No ☐ Unknown

19 Was the employee hospitalized overnight as an inpatient? ☐ Yes ☐ No ☐ Unknown

20 Name of treating physician, health care provider, or emergency room

Address

City State Zip code Phone number

Employee Injury/Illness Report
INSTRUCTIONS (WEB FORM)

Form 04

#	Section	Instructions
1	**Was more than one employee injured in this incident?**	If more than one agency employee was injured in a single accident, the online reporting system cannot be used. Please submit the claims using the paper version of the PDRMA Employee Injury Report.
2	**Agency name**	Choose your specific agency from the drop-down menu.
3	**Date of incident (mm/dd/yyyy)**	Provide the date the incident occurred or your best estimate if you do not know the specific date.
4	**Time of incident (hh:mm a.m./p.m.)**	Provide the time of the incident including hour, minutes and a.m. or p.m. (10:48 a.m.)
5	**Name of person completing the report**	Provide the name of the person completing the report. This person must be an agency employee or volunteer.
6	**Title of person completing the report**	Provide the job title of the employee or volunteer completing the report.
7	**Business phone number of person completing the report**	Provide the best business or cell phone number of the person completing the report.
8	**Business email of person completing the report**	Provide a business, not personal, email for the employee or volunteer completing the report.
9	**How did the incident occur? (Provide a one-line description.)**	Provide a simple, one-line description of how the accident occurred. You can provide a more detailed description of the incident later on in the form.
10	**Name of the location. If the location does not have a name, provide the nearest intersection where the incident occurred.**	Provide the name of the park, pool, community center, administration office, maintenance facility, non-agency property/facility, etc., where the incident occurred. If the location does not have an exact street address, provide the nearest intersection for reference.
11	**Is there an address for incident location?**	Select Yes or No. If Yes, provide the address, city and state of the location (park, pool, community center, administration office, maintenance facility, non-agency property/facility, etc.).
12	**Location**	In the drop-down menu, choose the type of facility or property that most closely matches where the incident occurred.

Reviewed by Admin Staff and CT 9.2022

#	Section	Instructions
13	**Primary location**	In the drop-down menu, choose the specific location within the facility or property that most closely matches where the incident occurred. The menu options provide a more detailed description of the incident location than in the Location field, above.
14	**Employer's FEIN**	Provide your agency's Federal Employer Information Number.
15	**Did the employee miss more than three (3) scheduled workdays?**	Choose Yes, No or Unknown.
16	**What was the employee doing when the accident occurred?**	Briefly describe what activity or job the employee was doing when injured. (Mowing, clearing brush, instructing aerobics class, etc.)
17	**How did the accident occur? (Provide a detailed description.)**	Provide a complete, concise description of how the accident occurred. (Do not just say "twisted ankle." State whether the employee stepped into, off something, tripped, etc., which resulted in a twisted ankle.)
18	**Employee**	Click Add to provide information about the employee who was injured.
19	**Employee addition**	Please provide the following contact information for the injured employee: • Last Name. • First Name. • Mailing Address. • City, State, Zip. • Cell phone number. • Home phone number. • Best number to contact employee. This could be the same as the home or cell number listed above. • Email.
20	**SSN**	Provide employee's Social Security Number.
21	**Date of birth**	Provide the employee's date of birth.
22	**Gender**	Choose Female, Male or Unknown.
23	**Marital status**	Choose from the following: • Divorced. • Married. • Single. • Unknown.
24	**Number of dependents**	List the number of dependents the employee claims.

#	Section	Instructions
25	**Does the employee speak English?**	Choose Yes, No or Unknown.
26	**Average weekly wage**	Provide the dollar amount of the employee's weekly wage.
27	**Job title or occupation**	Click the magnifying glass icon and select the option that most closely describes the employee's job title/description.
28	**What is the employee's employment status?**	Select from these drop-down menu options: • Permanent full-time. • Permanent part-time. • Seasonal. • Intern. • Other.
29	**Date hired**	Provide the date the employee first began working at your agency.
30	**What is the employee's tenure?**	Select the length of time the employee has worked for your agency from the drop-down menu options: • 1-3 yrs. • 4-10 yrs. • 11-19 yrs. • Less than one year. • More than 20 years.
31	**Time employee began work on day of incident**	Provide the hour the employee began work the day of the injury.
32	**Last date employee worked prior to date of incident**	Provide the specific date the employee was at work prior to the day of the injury.
33	**If the employee died as a result of the accident, give the date of death**	Provide the date of the employee's death if the injury resulted in death.
34	**Did the incident occur on agency premises?**	Choose Yes, No or Unknown.
35	**Injury or illness**	Choose between Injury and Illness.
36	**Describe injury or illness (affected body part and type of injury *Ex. contusion, bruise, laceration, sprain, break, etc.*)**	Provide a brief description of the type of injury suffered, including the body part(s) affected and the injury itself.
37	**What object or substance, if any, directly harmed the employee?**	If a specific object or substance injured the employee, please identify it.
38	**Did the injured employee seek medical attention?**	Choose Yes, No or Unknown.

DRB 4/25/13

Reviewed by Admin Staff and CT 9.2022

#	Section	Instructions
39	**Was the treatment given away from the worksite?**	Choose Yes, No or Unknown.
40	**Was the employee treated in an emergency room?**	Choose Yes, No or Unknown.
41	**Was the employee hospitalized overnight as an inpatient?**	Choose Yes, No or Unknown.
42	**Name of physician, health care provider, or emergency room**	Provide the name of the doctor, other health care provider or the emergency room the employee went to for care.
43	**(Contact information)**	In addition to the name of the physician, health care provider or emergency room, please provide the following contact information on the provider the employee used: • Address. • City, State, Zip. • Phone number.
44	**Upload files**	The person completing the report can attach multiple documents (invoice, bills, medical records, inspection forms, correspondence, police reports, photos, etc.) pertaining to the incident. (Total size for all attached files is 10MB).

PDRMA
Park District Risk Management Agency

Accident/Incident Report

Attorney/Client Privileged Document

Form 01

1 Agency name Today's date

2 Date of incident (mm/dd/yyyy) Time of incident (hh/mm a.m./p.m.)

3 Name of person completing report Title of person completing report

4 Business phone number Business email

5 How did the incident occur? (Provide a brief, factual description; do not speculate on fault, etc.)

6 Name of the location (park, pool, community center; *Ex. Smith Pool, Johnson Community Center*) or nearest intersection where the incident occurred.

7 Is there an address for this location? ☐ Yes ☐ No ☐ Unknown
If yes, please provide the following:
Street address ____
City State Zip code

8 Location (Specify the exact type of location/facility where injury occurred. *Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.*)

9 Primary location (Specify exact location. *Ex. lap pool, cart storage, classroom, pavilion)*

BODILY INJURY

If an employee was injured, please submit the form for an Employee Injury (Form 04) type of incident.

10 Was a person injured? (*Ex. patron, citizen, participant, volunteer*) ☐ Yes ☐ No ☐ Unknown

11 If yes, please provide the following information:
Last name ____ First name ____
Address ____
City ____ State ____ Zip code ____
Home phone # ____ Work phone # ____ Cell phone # ____
Age ____ Sex ☐ Male ☐ Female

12 Is injured person an agency volunteer? ☐ Yes ☐ No ☐ Unknown

13 Describe the injury (affected body part and type of injury; *Ex. contusion, bruise, laceration, sprain, break, etc.*)

14 Did injured person make any statements? ☐ Yes ☐ No ☐ Unknown
If yes, what did injured person say? ____

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Accident/Incident Report

Attorney/Client Privileged Document

Form 01 (pg. 2)

15 Was first aid administered? ☐ Yes ☐ No ☐ Unknown

Name and position of person who administered first aid ____

What first aid was given? ____

Did first aid involve AED and/or CPR? ☐ Yes ☐ No ☐ Unknown

If yes, please submit a PDRMA post-AED form.

Were paramedic services offered?

Called and refused (at scene by patron) ☐ Yes — Offered and called ☐ Yes

Offered and refused ☐ Yes — Offered, refused, called by agency anyway ☐ Yes

Unable to respond and called ☐ Yes

Were police called? ☐ Yes — If yes, please provide the following information.

Name of police department ____

Name of officer ____

Do you expect this person to submit a claim? ☐ Yes ☐ No ☐ Unknown

PROPERTY DAMAGE

16 Was property damaged as a result of this accident/incident? ☐ Yes ☐ No ☐ Unknown

17 If yes, how was the person involved in the accident/incident?

Owner of property adjacent to park district ☐ — Patron ☐

Vehicle owner ☐ — Other ☐

18 Last name (or business name) — First name (not necessary if business name)

Address

City — State — Zip code — Phone number

Describe the property damage

WITNESS INFORMATION

19 If there was a witness(es) to the accident/incident, please provide the following information:

Last name — First name

Address

City — State — Zip code — Phone number

20 Did witness make any statements? ☐ Yes ☐ No ☐ Unknown

If yes, what did witness say?

21 Where was witness when the accident/incident occurred?

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Vehicle Accident Report

(Accident involving agency vehicle. May involve bodily injury/property damage.)
Attorney/Client Privileged Document

Form 02

1 Agency name | Today's date

2 Date of incident (mm/dd/yyyy) | Time of incident (hh/mm, a.m./p.m.)

3 Name of person completing the report | Title of person completing report

4 Business phone | Business email

5 How did the incident occur? (Provide a brief factual summary.)

6 Name of the location (street/road/highway) or nearest intersection where the incident occurred.

7 Is there an address for incident location? If yes, please provide the following:

Street address

City | State | Zip code

8 Location

Offsite (non-agency owned) ☐ | On agency property ☐

9 Primary location

Highway/roadway ☐ | Parking lot ☐ | Other ☐

10 Was the agency vehicle occupied? ☐ Yes ☐ No ☐ Unknown

11 Agency driver last name | First name

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

Email

Is this driver an employee? ☐ Yes ☐ No ☐ Unknown

If Yes, enter job title of employee

Identify the type of driver

Full-time employee ☐
Part-time employee ☐
Seasonal employee ☐
Intern ☐
Volunteer ☐
Non-agency employee] ☐
Spouse/family member ☐

12 Agency vehicle VIN | Make | Model | License number

Reviewed by Admin Staff and CT 9.2022

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Vehicle Accident Report

(Accident involving agency vehicle. May involve bodily injury/property damage.)
Attorney/Client Privileged Document

Form 02 (pg. 2)

13 Is vehicle drivable? ☐ Yes ☐ No ☐ Unknown

If no, provide current location of vehicle

14 Area of damage

15 Estimated repair cost

16 Was a trailer involved? ☐ Yes ☐ No ☐ Unknown

If yes, provide the following information.

Trailer year | Make | Model | License number

Trailer area of damage

Current location of trailer

Estimated repair cost of trailer

17 Has a police agency conducted an investigation? ☐ Yes ☐ No If yes, provide the following information.

What police agency investigated the incident?

Police report number

18 Was the agency driver ticketed, arrested or cited for violation(s)? ☐ Yes ☐ No ☐ Unknown

If yes, provide details of the ticket, arrest or violation(s).

19 **CLAIMANT INFORMATION**

Identify other people involved in the accident. *(Make additional copies of this section if needed.)*

How was the person involved in the accident? *(Check all that apply.)*

Driver of other vehicle ☐ Injured person ☐ Owner of involved property ☐

Owner of other vehicle ☐ Passenger of agency vehicle ☐ Passenger of other vehicle ☐

Pedestrian ☐

Last name or business name | First name (not necessary for business)

Address

City | State | Zip code

Home phone # | Work phone # | Cell phone #

Reviewed by Admin Staff and CT 9.2022

Reviewed by Admin Staff and CT 9.2022

Vehicle Accident Report

(Accident involving agency vehicle. May involve bodily injury/property damage.)
Attorney/Client Privileged Document

19 Vehicle make　Model　Year

Area of damage

Is vehicle driveable? ☐ Yes ☐ No　If no, current location of vehicle

Extent of damage ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Describe the property damage *(other than vehicle)*

Extent of damage to property other than vehicle ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Age of injured person ______　Sex of injured person ☐ Male ☐ Female

Was the injured person transported by paramedics? ☐ Yes ☐ No

If yes, where was the injured person taken?

Do you expect the injured person to file a claim? ☐ Yes ☐ No

Describe the injury

ADDITIONAL CLAIMANT INFORMATION

Identify other people involved in the accident. ***(Make additional copies of this section if needed.)***

How was the person involved in the accident? ***(Check all that apply.)***

Driver of other vehicle ☐　Injured person ☐　Owner of involved property ☐
Owner of other vehicle ☐　Passenger of agency vehicle ☐　Passenger of other vehicle ☐
Pedestrian ☐

Last name or business name　First name (not necessary for business)

Address

City　State　Zip code

Home phone #　Work phone #　Cell phone #

Vehicle make　Model　Year

Area of damage

Is vehicle driveable? ☐ Yes ☐ No　If no, current location of vehicle

Extent of damage ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Describe the property damage *(other than vehicle)*

Extent of damage to property other than vehicle ☐ Moderate ☐ Nothing visible ☐ Severe ☐ Slight

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Vehicle Accident Report

(Accident involving agency vehicle. May involve bodily injury/property damage.)
Attorney/Client Privileged Document

19 Age of injured person ______________ Sex of injured person ☐ Male ☐ Female

Was the injured person transported by paramedics? ☐ Yes ☐ No

If yes, where was the injured person taken?

Do you expect the injured person to file a claim? ☐ Yes ☐ No

Describe the injury

20 Identify witnesses of the accident. (Provide the following information for each witness. Make additional copies of this page if needed.)

Last name First name

Address

City State Zip code

Home phone # Work phone # Cell phone #

Witness to accident? ☐ Yes ☐ No ☐ Unknown If yes, provide the following information.

Relation to injured person or property owner:

Agency employee or volunteer ☐ Another program participant or park user ☐ Friend ☐
Other ☐ Passerby ☐ Relative ☐

Did witness make any statements? ☐ Yes ☐ No ☐ Unknown

If yes, provide the following information.
What did witness say?

Where was witness when the accident occurred?

21 Was the driver of the agency vehicle conducting agency business at the time of the accident?
☐ Yes ☐ No ☐ Unknown

22 What street was the agency driver on? What street was the other driver driving on?

23 What direction was the agency driver traveling? ☐ North ☐ South ☐ East ☐ West

What direction was the other driver traveling? ☐ North ☐ South ☐ East ☐ West

24 Weather conditions
Dry ☐ Fog ☐ Ice ☐ Snow ☐ Wet ☐

25 Accident diagram

Reviewed by Admin Staff and CT 9.2022

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Property Loss Report

(For damage to agency property)

Attorney/Client Privileged Document

Form 03

1	Agency name			Today's date
2	Date of incident (mm/dd/yyyy)			Time of incident (hh/mm, a.m./p.m.)
3	Name of person completing the report			Title of person completing report
4	Business phone			Business email
5	How did the incident occur and what property was damaged? (Provide a brief factual summary.)			
6	Name of the location (park, pool, community center; *Ex. Smith Pool, Johnson Community Center*) or nearest intersection where the incident occurred.			
7	Is there an address for incident location? If yes, please provide the following:			
	Street address			
	City	State		Zip code
8	Location (Specify the exact type of location/facility damaged, listing multiple locations/facilities if necessary. *Ex. maintenance garage, sports field*)			
9	Primary location (Identify the exact area of damage. *Ex. tool storage, batting cage*)			
10	Estimate of loss			
11	Contact person at facility			
12	Contact person's email			
13	Contact person's phone number			
14	Was damage caused by third-party (non-agency) individual?	☐ Yes	☐ No	☐ Unknown
15	Has the party responsible for damage been identified? If yes, provide the following contact information for the person or persons identified:			
	Name	Street address		
	City	State		Zip code
16	Has a police agency conducted an investigation?	☐ Yes	☐ No	☐ Unknown
17	What police agency investigated the incident?			What is the police report number?
18	Were criminal charges brought against the responsible party? If yes, what were the charges?			

Reviewed by Admin Staff and CT 9.2022

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Employee Injury Report

Form 04

1	Complete an Employee Injury Report for each employee injured.		
2	Agency name		Today's date
3	Date of incident (mm/dd/yyyy)		Time of incident (hh/mm a.m./p.m.)
4	Name of person completing report		Title of person completing report
5	Business phone		Business email
6	How did the incident occur? (Provide a one-line factual description.)		
7	Name of the location (park, pool, community center; *Ex. Smith Pool, Johnson Community Center*) or nearest intersection where the incident occurred.		
8	Is there an address for this location? If yes, please provide the following: Street address		
	City	State	Zip code
9	Location (Specify the exact type of location/facility where injury occurred. *Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.*)		
10	Primary location (Specify exact location. *Ex. lap pool, cart storage, classroom, pavilion)*		
11	Employer's FEIN		
12	Did the employee miss more than three (3) scheduled workdays?	☐ Yes ☐ No	☐ Unknown
13	What was the employee doing when the accident occurred?		
14	How did the incident occur? (Provide a detailed factual description.)		
15	Employee last name		First name
	Address		
	City	State	Zip code
	Home phone #	Work phone #	Cell phone #
	Best number to contact employee		Email
	Social security number	Date of birth (mm/dd/yyyy)	Gender ☐ Male ☐ Female
	Marital status (divorced/married/single/unknown)	Number of dependents	Does employee speak English? ☐ Yes ☐ No
	Average weekly wage	Job title/occupation	

Reviewed by Admin Staff and CT 9.2022

PDRMA
Park District Risk Management Agency

Employee Injury Report

Form 04 (pg. 2)

15 What is the employee's employment status?

☐ Permanent full-time ☐ Permanent part-time ☐ Seasonal ☐ Intern ☐ Other

Date hired (mm/dd/yyyy)

What is the employee's tenure? (length of employment)
☐ Less than 1 yr. ☐ 1-3 yrs. ☐ 4-10 yrs. ☐ 11-19 yrs. ☐ More than 20 yrs.

Time employee began work on day of incident (hh/mm a.m./p.m.)

Last date employee worked prior to date of incident (mm/dd/yyyy)

If the employee died as a result of the accident, give the date of death. (mm/dd/yyyy)

Did the incident occur on agency premises? ☐ Yes ☐ No ☐ Unknown

Injury or illness? ☐ Injury ☐ Illness

Describe the injury or illness (affected body part and type of injury; *Ex. contusion, bruise, laceration, sprain, break, etc.*)

What object or substance, if any, directly harmed the employee?

16 Did the injured employee seek medical attention? ☐ Yes ☐ No ☐ Unknown

17 If yes, was the treatment given away from the worksite? ☐ Yes ☐ No ☐ Unknown

18 Was the employee treated in an emergency room? ☐ Yes ☐ No ☐ Unknown

19 Was the employee hospitalized overnight as an inpatient? ☐ Yes ☐ No ☐ Unknown

20 Name of treating physician, health care provider, or emergency room

Address

City State Zip code Phone number

HOFFMAN ESTATES PARK DISTRICT
Procedure on Gambling

1.022 Gambling

No gambling shall be allowed during business or lunch hours on any park property.

Approval Date: ___6/17/99__ __Dean R. Bostrom, Ex Director_________

Revision Date: __________ __________________________________

Reviewed: DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Processing Bids for the district

1.023 Processing Bids:

A. Identify project to be bid and determine if it is a:
   1. SUPPLY (Purchase of goods only to be delivered to HEParks)
   2. SUPPLY AND INSTALL (Purchase of goods to be delivered along with the installation of the item)

B. SUPPLY
   1. See Blank Bid Folder on S/Drive for SUPPLY
      i. In SUPPLY BID DOCS it may not be required to provide a BID GUARANTEE/BOND of 5% unless the purchase price is over $10,000. (Item 5A of page 6 Specs Doc and Page 3 of Supply Form of Proposal). Items can be marked N/A
      ii. In SUPPLY OF BID DOCS it is not necessary to provide a Payment and Performance Bond
   2. Complete all information with regard to:
      i. Name of Project
      ii. Date and Time of Bid Opening
      iii. Contact information for person in charge of particular Bid
      iv. Most current Prevailing Wage ordinance (Page 4 Bid Specs)
      v. Dates for Committee/Board Approval, Contract Award, etc.
      vi. Specification of Equipment/Item to be Supplied
   3. Create Admin File to include and be housed with the Admin Bid Files at TC Admin office area:
      i. Bid Specs Form
      ii. Bid Proposal Form
      iii. Bid Notice
      iv. Any additional information and/or diagrams
      v. Vendors to be contacted
   4. Bid Notice
      i. Send to Daily Herald 10 days prior to opening. Cannot count both the day published and the day opened in the 10 day count.
      ii. Send to Bid Tools on day of Daily Herald Publication
   5. Web Site
      i. Have Bid Spec, Form of Proposal, Additional Information posted on website prior to or on the day of Daily Herald Publication.
   6. Opening
      i. Bids must be opened at advertised date and time and publicly read aloud.
      ii. Results chart should be created from the bid opening information and posted on the website the day of opening

7. Approval
    i. Lowest qualified bid should be forwarded to appropriate Committee and Board for approval prior to confirming bid award and creation of PO.

C. SUPPLY AND INSTALLATION
1. See Blank Bid Folder on S/Drive for SUPPLY AND INSTALLATION
    i. In SUPPLY & INSTALLATION BID DOCS it is required to provide a BID GUARANTEE/BOND of 5% in order to have the Proposal accepted. (Item 5A of page 6 Specs Doc)
    ii. In SUPPLY AND INSTALLATION OF BID DOCS it is necessary to provide a Payment and Performance Bond (Item 5C Page 6 Specs Doc)
    iii. In SUPPLY AND INSTALLATION OF BID DOCS it may be necessary to have the vendor secure a license from the Village of Hoffman Estates and permits to proceed with work.
2. Complete all information with regard to:
    i. Name of Project
    ii. Date and Time of Bid Opening
    iii. Contact information for person in charge of particular Bid
    iv. Most current Prevailing Wage ordinance (Page 4 Bid Specs)
    v. Dates for Committee/Board Approval, Contract Award, etc.
    vi. Specification of Equipment/Item to be Supplied
3. Create Admin File to include and be housed with the Admin Bid Files at TC Admin office area:
    i. Bid Specs Form
    ii. Bid Proposal Form
    iii. Bid Notice
    iv. Any additional information and/or diagrams
    v. Vendors to be contacted
4. Bid Notice
    i. Send to Daily Herald 10 days prior to opening. Cannot count both the day published and the day opened in the 10 day count.
    ii. Send to Bid Tools on day of Daily Herald Publication
5. Web Site
    i. Have Bid Spec, Form of Proposal, Additional Information posted on website prior to or on the day of Daily Herald Publication.
6. Opening
    i. Bids must be opened at advertised date and time and publicly read aloud.
    ii. Results chart should be created from the bid opening information and posted on the website the day of opening
7. Approval
    i. Lowest qualified bid should be forwarded to appropriate Committee and Board for approval prior to confirming bid award and creation of PO.
8. OSLAD GRANT
    i. Additional information required for OSLAD Grant – See Grant Instructions and Procedure 8.001 in Procedure Manual

ii. See Special Bid Notice for OSLAD Grant in Blank Bid Doc File

Approval Date: ___1/2018__________ _____G. Buczkowski, Director P&D__

Revision Date: ____________________ ___________________________________

Hoffman Estates Park District
Procedure for DistrictWide Recycling

1.024 District Wide Recycling

A. Paper products that are recyclable: all paper – any color, all cardboard, all clipboard and all newspaper

1. All recyclable materials are to be placed into a blue recycle bin.
2. Custodial staff will place the contents into the 3-yard recycle container which will be picked up by the Park District's recycle/waste hauler.
3. Do not contaminate paper recycle bin with food products, aluminum or plastic products.

B. Aluminum
1. All aluminum cans are recyclable and should be placed into the recycle container marked **aluminum cans**.

C. Plastics
1. All plastics up to and including #5 plastics are recyclable and should be placed into containers marked **plastics**. As with paper, aluminum and plastics will be stored in the proper container and await the Park District's recycle/waste hauler.

D. See also 1.087 Recyclable Kitchen Supplies, 1.093 Recycling Ink-Jet, Laser or Toner Cartridges.

Approval Date: __9/27/99__ ____Dean R. Bostrom, Ex Director________

Revision Date: __________ ____________________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Ordering Office Supplies

1.026 Ordering Office Supplies

A. Unless an emergency arises, office supplies will be ordered on a weekly basis for all facilities through the Admin Assistant or designated staff member.

B. The Park District stocks commonly used office products and the designated staff will check stock prior to ordering supplies.

C. To request that an office supply be ordered fill out a work order form and submit it through the work order system.
   1. Check the catalog or web site for the item you wish to order.
   2. On the work order, list a description of the item, the item number, the catalog page number for the item, and the quantity you wish to order.
   3. Your work order will be processed through the Superintendent of Business and forwarded to the designated staff.

D. The Admin Assist or designated staff will compile the requests into an order, securing the lowest possible pricing and best delivery schedule whenever possible.

E. Once the items have been delivered, staff will verify the items were received and notify the appropriate people to pick up their supplies from the store room unless items have been delivered directly to another facility.

F. The delivery ticket will then be forwarded to the Accounts Payable Department for verification when the invoice is received.

Approval Date:	March 1, 2000	Dean Bostrom/Craig Talsma
Revision Date:	December 5, 2012	Dean Bostrom, Executive Director

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Reactivating/Creating Classes/Leagues/Trips

1.027 Reactivating Classes/Leagues/Trips

A. A Program Master must be submitted to the Office Manager to reactivate a class/ league/trip for a new season.
   1. See the annual production schedule from the Marketing and Communications department for program master deadlines.
   2. Previous season brochure copy may be used to provide program name, description, etc. that have not changed.
   3. New information, i.e. program times, dates, cost, etc. needs to be completed on the program master.
   4. Budget Account Numbers need to be input on all program masters to verify accuracy and determine in-house vs. contractual services.
   5. Maximums and minimums must be completed on all program masters as this information is not accurately provided during the re-activation cycle for each new season.
   6. Input into RecTrac allows registration in these classes, leagues or tournaments to be input through the RecTrac system and will generate brochure copy for the printing of that season's brochure.

B. Creating New Classes
   1. A completed program master and a Program Budget Worksheet must be turned into the Superintendent of Recreation for Recreation Programs and the Director of Golf for golf classes.
   2. Once the Director of Recreation or Director of Golf has approved the budget for the new class, the information needs to be submitted to the Office Manager to secure the Director of Finance's approval of the budget and account numbers.
      a. See the annual production schedule from the Communications & Marketing Department for deadlines on program masters to the Office Manager.
   3. Once the Director of Finance has approved the new class/league/trip it will be entered into the Rectrac system to generate new brochure copy and allow registration.

Approval Date: August 7, 2000 — Dean Bostrom/Craig Talsma

Revision Date: 7/5/05 — Dean R. Bostrom, Ex Director

Reviewed DRB 3/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Class Cancellation /League/Trip

1.028 Class Cancellation/League/Trip

A. Program managers make the decision to cancel a class, due to different reasons such as low enrollment, instructor unavailability or facility unavailability.
   a. Program manager changes the status of the class in activity maintenance from active to cancelled.
   b. Program manager makes phone calls to inform enrollees that the program has been cancelled.
B. Rosters are printed and instructions are written on the roster to transfer, credit or refund.
   a. Program manager fills out change form and attaches the roster to it. It is then turned in to registration.
C. Registration faxes the change form to all facilities. Front desk makes changes to the counter brochures.
D. Registration begins the refund process by applying the refund to the household and submits it to the finance department to finish the refund process.

Approval Date: ____8/7/00_________ ____Dean Bostrom/Craig Talsma___

Reviewed DRB 3/19/15

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for All Facility Storage Cage

1.029 All Facility Storage Cage

A. Pack files and materials for storage in durable storage boxes and label with contents and dates.
B. Notify Executive/Administrative Staff of files to be stored.
C. Executive/Administrative Staff contacts Parks Division by issuing a work order for transferring materials to the all facility storage located at Bridges of Poplar Creek Country Club maintenance garage.
D. Executive/Administrative Staff or designee will accompany Parks Division staff to the all facility storage to advise the exact placement of files to be stored.

Approval Date: 8/22/00 Dean R. Bostrom

Revision Date: 3/31/13 Dean Bostrom

Revision Date: 2/6/1/8 D.Bostrom, Executive Director

Reviewed DRB 2/6/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Distribution of Procedures

1.032 Distribution of Procedures Procedure

All newly created or revised procedures will be distributed as follows:

A. All new and revised procedures will be reviewed at the administrative meeting.

B. All new and revised procedures will be reviewed with the full time staff at a general staff meeting, time permitting.

C. The administrative assistant will make appropriate copies for the district procedure manual located in the Administration area. All updated or new procedures will be available to all staff in a read only file located on the Shared Drive/Manuals file.

D. The division directors will communicate changes and/or new procedures to their managers. The managers will be responsible for communicating this information to their staff.

Approval Date:	January 23, 2001	Dean R. Bostrom, Executive Director
Revision Date:	August 29, 2007	____Dean Bostrom____________________
Revision Date:	_____________	____________________________________

Reviewed DRB 2/6/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Participant Conduct

1.034 Participant Conduct

The Hoffman Estates Park District reserves the right to suspend, expel or deny participation in any program, event or facility to any person whose behavior extensively interferes with or disrupts the quality of those offerings, the enjoyment of them by other participants, or the ability of staff to conduct or manage the activities or facility.

1. A child's parents or guardian shall be notified of the first incident.
2. The second incident shall require the presence of a parent or guardian at a meeting with the Program Supervisor and the Program Manager.
3. A third incident will result in an expulsion or suspension of the child from the program, event or facility.
4. The participant will receive a pro-rated refund.

If a child engages in behavior posing a threat of bodily harm to him/herself or to others, or damages facility property, an immediate meeting with the parents or guardian may be called. If such behavior warrants it, immediate suspension or expulsion may result.

Approval Date: ____8/14/01______ __Dean R. Bostrom, Ex Dir___

Revision Date: __________________ __________________________

Revision Date: __________________ __________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Dispensing of Medication

1.035 Dispensing of Medication

1. **Parental Procedures and Responsibilities**

   A. The parent/guardian **must**:

      1) Complete and sign the **Medication Consent** form.

      2) Deliver all medications to the agency office in the original prescription container or in clearly marked containers which include the person's name, medication, dosage and time of day medication is to be given.

      3) Verbally communicate with agency staff regarding specific instructions for medication.

2. **Staff Medication Dispensing Procedures**

   A. Agency program staff **must**:

      1) Ensure that the Permission and Waiver to Dispense Medication Form and Medication and Dispensing Information are fully completed and signed by the parent/guardian prior to the dispensing of any medication.

      2) Ensure that only authorized staff accepts medication which may include the Executive Director, Superintendent of Recreation, Safety Coordinator, Program Coordinator, Recreation Specialist, Registrar, Secretary or other designated staff.

      3) Verbally communicate with the parent or guardian regarding any specific instructions regarding the dispensing or storage of the medication. It is also the responsibility of the authorized staff who receives medication to properly store medication in a locking cabinet or in a refrigerator as needed. **It is extremely important that stored medication is out of the reach of other patrons and particularly children**.

      4) Obtain copies of all waivers, internal procedures, medical 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.

Reviewed DRB 2/7/18

5) Program Coordinators responsible for dispensing medication must strictly follow all written instructions on the medical information form, individual dose envelopes, and any information contained on original prescription container labels. In the event that conflicting dispensing information exists, medication should not be administered until the parent/guardian or physician is reached by phone to obtain specific instructions.

6) Unless otherwise arranged, only paid and trained agency staff will be allowed to dispense medication.

7) 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 and completed medication logs should be turned in to the agency's office and kept in a permanent file for at least one year at the conclusion of the program.

Approval Date:	_____4/3/13_________	____Dean R. Bostrom__________
Revision Date:	_____2/7/18________	__D. Bostrom, Ex Dir._________
Revision Date:	__________________	______________________________

Reviewed DRB 2/7/18

Reviewed by Admin Staff and CT 9.2022

Medication Dispensing Consent Form

This form must be completed for each program session or when medication changes.

Child's Name: ____ Age: ______________

Parent Name: _____________________________Parent Phone Number: _________________

Program / Teacher: ____

Prescribing Doctor's Name: _______________________ Phone Number: _________________

Medication Information (completed by the doctor):

Medication: ____________________________	Medication: ____________________________
Expiration Date: ________Dosage: _________	Expiration Date: ________Dosage: _________
Time to be given: ___________ Day:________	Time to be given:___________ Day:________
Possible side effects: ____________________	Possible side effects: ____________________
Storage Instructions:_____________________	Storage Instructions:_____________________

Doctor Signature: ______________________________Date: _____________________

I understand that it is my responsibility to give the medication directly to program staff with full instructions in original prescription bottles or over-the-counter original packaging.

In all cases, medication dispensing can only be changed or modified by completing another Permission and Waiver to Dispense Medication Form and Medication Information Form.

I hereby acknowledge that the above information provided for the dispensing of medication for my minor child, guardian, ward, or other family member is accurate. I also understand that it is my responsibility to inform the agency if any changes in the dispensing of medication change.

____ ____________________

Parent/Guardian Signature **Date**

Completed by program staff:
All prescription medications must be in the original pharmacy labeled bottle and can only be administered if the answers to all the questions below are "yes".

1. Is the consent form above completed? YES / NO
2. Is the medication in a safety cap container? YES / NO
3. Is the original label on the medication container? YES / NO
4. Is the child's name on the medication container? YES / NO
5. Is the date on the prescription current? YES / NO
6. Is the medication's name, dose, and frequency of administration on the label consistent with instructions given above? YES / NO

** Only staff trained on administering the prescription may give the prescription to the child.
Staff trained on the prescription are: ____________________________________

Reviewed DRB 2/7/18

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Hoffman Estates Park District

Permission to Dispense Medication

Waiver and Release of All Claims

The Hoffman Estates Park District will not dispense medication to a minor child or other participant until the Permission and Waiver to Dispense Medication and Medication Information Form have been fully completed by a parent or guardian. The agency's internal procedures on dispensing medication are available for review.

Name of Program: ___________________________ **Date:** _______________________

I ________________________, **parent/guardian of** ___________________________, **give**
(Parent Name) **(child's name)**

permission to the staff of Hoffman Estates Park District to administer to my child

____________________________**.**
(Medication Name)

I understand it is my responsibility to give the medication directly to the program staff in individual dosage containers, original prescription containers, or envelopes clearly labeled with the following information:

PARTICIPANT'S NAME:____

NAME OF MEDICINE AND COMPLETE DOSAGE INSTRUCTIONS:

____

In all cases the recommended dosage of any medication will not be exceeded. If after administering medication there is an adverse reaction, I give my permission to the Hoffman Estates Park District to secure from any licensed hospital physician and/or medical personnel any treatment deemed necessary for immediate care. I agree to be responsible for payment of any and all medical services rendered.

WAIVER & RELEASE OF ALL CLAIMS

I recognize and acknowledge that there are certain risks of physical injury in connection with the administering of medication to my minor child. Such risks include, but are not limited to, failing to properly administer the medication, failing to observe side effects, failing to assess and/or recognize an adverse reaction, failing to assess and/or recognize a medical emergency, and failing to recognize the need to summon emergency medical services.

In consideration of the Hoffman Estates Park District administering medication to my minor child, I do hereby fully release or discharge the Hoffman Estates Park District and its officer, agents, volunteers and employees from any and all claims from injuries, damages and losses I or my minor child may have (or accrue to me or my minor child), and arising out of, connected with, incidental to, or in any way associated with the administering of medication.

____ _____________________
Signature of Parent or Guardian Date

Reviewed DRB 2/7/18

Hoffman Estates Park District
Procedure for Selection of Full-Time Employee of the Quarter / Year

1.036 Selection of Employee of the Quarter / Year

A. **Objective:** To identify the employee who best exemplifies leadership and strives to live out the District's core values on a daily basis.

B. **Guidelines:** The award is open to all full-time employees who have been with the Park District for **at least one year** and who demonstrate a commitment to the Park District's core values:
   1. Excellence will be demonstrated through good work performance and a clear customer focus.
   2. Cooperation will be demonstrated through teamwork, leadership, influence and impact, value to co-workers, participation in programs, mentoring, interpersonal understanding, interdepartmental communications and collaboration, volunteerism, dedication, loyalty, positive attitude and enthusiasm.
   3. Innovation will be demonstrated by the nominee's creative ability. Nominees will also be able to identify and implement new or different ideas from outside the organization.
   4. Accountability will be demonstrated by a nominee's ability to accept responsibility.
   5. Integrity will be demonstrated by a nominee's honesty and ability to hold true to principles.
   6. Respect will be shown to co-workers and customers at all times.

C. **Procedure:** The Team Committee Chairperson emails an electronic survey to all staff members requesting nominations for FT Employee of the Quarter.

D. **Award Process:**
   Admin staff chooses the FT Employee of the **Quarter** based on the survey nominations. The announcement is made at the subsequent FT staff meeting. They receive **$50** in their next paycheck. **The Employee of the Year is chosen from the Quarterly recipients by the administrative staff and the recipient will be presented with an award and a check for $200 at the Recognition Party in December/January**

Approval Date:	August 14, 2001	Dean R. Bostrom
Revision Date:	November 25, 2004	Dean R. Bostrom
Revision Date:	December 11, 2007	Dean R. Bostrom
Revision Date:	June 14, 2016	Dean R. Bostrom, Exec Director

Reviewed: DRB 6/14/2016

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Internal Building Security

1.037 Internal Building Security

A. To prevent vandalism and protect district property and equipment, it is important to keep internal rooms locked when not in use.
B. Only authorized employees should be issued or have access to any building keys.
C. Employees leaving the district's employ are required to turn in any building keys that have been issued to them.

Approved: ___10/17/01_ _Dean R. Bostrom, Exec Director_______

Revision Date: ____________ ____________________________________

Revision Date: ____________ ____________________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Electronic Time Clock Procedure

1.039 Electronic Time Clock Procedure

The purpose of this procedure is to establish time clock guidelines and responsibilities. All exempt and non-exempt district staff will utilize a time clock to record hours worked.

A. Non-exempt Staff Responsibilities
1. Shifts run from Saturday a.m. until Friday p.m.
2. Utilizing your employee ID, swipe the ID.
3. If staff works at a remote site, a manual time sheet is acceptable.
4. Select the applicable job code for the duties you are performing and clock in.
5. Ensure that you clock out at the end of your shift.
6. If you forget to clock in or out, see your supervisor/manager as soon as possible. The missed time will need to be entered by your supervisor/manager.
7. Staff may not clock in any earlier than 5 minutes preceding the scheduled shift and should begin work at that time. Staff should not clock out any later than 5 minutes following the scheduled shift.
8. Staff is required to clock in and out for lunch breaks if the shift duration requires it.
9. Staff is not required to clock in or out for authorized paid breaks consisting of 20 minutes or less.
10. Any hours that need to be worked in addition to the normally scheduled shift must be **pre-approved in writing by your supervisor/manager**.

B. Exempt Staff Responsibilities
1. Shifts run from Saturday a.m. until Friday p.m.
2. Utilizing your employee ID, swipe the ID or utilize the time clock icon on your desktop.
3. Ensure that you clock out at the end of your shift.
4. If you forget to clock in or out, manually enter your time ensuring that a note details why the clock in/out was entered manually.

C. Supervisor/Manager Responsibilities
1. Each supervisor/manager must approve their employee (s) clock in/out and ensure all hours worked are consistent with hours scheduled.
2. These hours should be approved weekly, but at minimum, by noon on Monday on the week a payroll is issued. In the event of a holiday, communication will be issued as to the deadline date.

Approval Date: March 18, 2002 Dean R. Bostrom

Reviewed CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

Revision Date:	April 1, 2002	Dean R. Bostrom
Revision Date:	5/24/05	Dean R. Bostrom, Exec Director
Revision Date:	7/16/19	C. Talsma, Exec Director

Reviewed CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Driver Abstract Procedure

1.040 Driver Abstract Procedure

A. All full time and part time (if position requires license) employees need to complete the driver's abstract form in the new employee packets, upon hiring, if their job description requires a valid driver's license.

B. A driver's abstract will be requested from the Secretary of State annually for all full time employees.

C. Part time staff, who may be required to drive a Park District vehicle, or drive their own vehicle, but be reimbursed from the Park District, will have a driver's abstract done annually.

Approval Date:	____4/26/02_____	____Dean R. Bostrom_______
Revision Date:	___4/22/13______	Dean R. Bostrom, Exec Director___
Revision Date:	___________________	____________________________

Reviewed DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for District Storage
Bridges of Poplar Creek Maintenance Facility

1.041 District Storage – Bridges of Poplar Creek Maintenance Facility

This procedure covers the use of the Bridges of Poplar Creek maintenance facility to store records, supplies, equipment and miscellaneous items.

A. All items to be stored at Bridges of Poplar Creek maintenance facility must be identified.
B. Each department will have its own designated storage area.
C. A holding area will be established to place miscellaneous items. These items will have an expiration date assigned and will be disposed of when term has expired. Maximum time for holding area is one month. It will then be moved to the respective department's storage area or discarded if of no value.
D. No food is to be stored at the Bridges of Poplar Creek district storage.
E. The district storage will be viewed semi-annually by the parks department to remove obsolete, unnecessary and dated materials. The staff responsible for the items that are determined to no longer be of value to the district should be contacted if at all possible, to determine if the product still holds any value.
F. If an item’s original cost was over $500, a surplus Ordinance shall be created by the Executive Assistant on a Quarterly Basis and approved by the Board prior to selling, trading or disposing of surplus property.
G. If an **item’s original cost was less than $500**, with the approval of the division director, the Hoffman Estates Park District is authorized to sell, trade-in, dispose of or convey the used equipment in any manner with or without advertising.

Approval Date:	6/24/02	Dean R. Bostrom
Revision Date:	4/4/12	Dean R. Bostrom
Revision Date:	12/1/2016	Dean R. Bostrom
Revision Date:	8/1/17	Dean R. Bostrom/Executive Director

DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District

Procedure for All Facility Storage Cage

1.029 <u>All Facility Storage Cage</u>

A. Pack files and materials for storage in durable storage boxes and label with contents and dates.
B. Notify Administrative/Finance Staff of files to be stored.
C. Administrative/Finance Staff contacts Parks Division by issuing a work order for transferring materials to the all facility storage located at Bridges of Poplar Creek Country Club maintenance garage.
D. Administrative/Finance Staff or designee will accompany Parks Division staff to the all facility storage to advise the exact placement of files to be stored.

Approval Date:	8/22/00	Dean R. Bostrom
Revision Date:	3/31/13	Dean Bostrom
Revision Date:	____________	____________________________________

DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Alcohol & Drug Testing
Regarding Traffic Violations / Accidents

1.42 Alcohol & Drug Testing For Traffic Violations / Accidents

A. Any employee while operating a Park District vehicle, who is found to be at fault or the cause of an accident with the vehicle, either as the result of a court determination or an appropriate investigation, may at the discretion of the Park District or the Executive Director, be prohibited from future use of Park District vehicles, either temporarily or permanently, for personal use or all use. Additionally, the employee may be subject to disciplinary action, up to and including discharge.

B. Any employee who is required to drive a vehicle as part of his or her employment with the Park District and who is found guilty of any traffic violation or who temporarily suffers the loss of his or her driver's license as a result of a traffic citation must report said conviction or suspension to his or her supervisor within 24 hours of the action.

C. In the event that two supervisory individuals (immediate supervisor, Superintendent/Senior Manager, Division Directors, Executive Director or Board Commissioner) establish a reasonable suspicion based on their personal observation that a Park District employee is under the influence of alcohol or other prohibited substance as defined in the District's alcohol and drug abuse policy they may require that the employee relinquish control of any Park District vehicle, or prohibit the employee from operating a personal or a leased vehicle in connection with Park District business. Failure of the employee to comply with this directive will subject the employee to disciplinary action by the District or the Executive Director up to and including discharge as well as a minimum of three months suspension or permanent loss of use of a Park District vehicle.

D. Any employee who is operating a Park District vehicle at any time or is operating a personal or leased vehicle in the pursuit of Park District business and is detained by a law enforcement officer for any traffic related offense and refused, upon request by said officer, to submit an onsite drug or alcohol evaluation by said law enforcement agency, shall submit to a drug and alcohol screen at a medical facility designated by the district within two hours of said stop or detention by law enforcement. The District shall pay for any such screening. Failure of the employee to undergo either onsite testing by law enforcement or such an administered drug or alcohol screen shall subject the employee to disciplinary action up to and including termination as well as the temporary or permanent loss of either personal or all use of a Park District vehicle. Personal use shall be defined as any use other than travel directly to and from work or use for Park District business during regular working hours.

E. If an employee is involved in an at-fault or preventable accident and any two supervisory individuals feel that the employee may be under the influence of drugs or alcohol then they may require that employee to submit to a drug and alcohol screening at the District's expense. Failure of the employee to comply with this directive will subject the employee to disciplinary action by the District or the Executive Director up to and including discharge as well as a minimum of three months suspension or permanent loss of use of a Park District vehicle. If said drug and alcohol test reveals that the employee was under the influence of any prohibited substance as defined in the District's alcohol and drug abuse policy including the use of legal drugs which may alter the employee's perception or reaction time, or a blood alcohol content of .04 or greater, shall be subject to disciplinary action consistent with that described in Paragraph (a) above as well as the temporary or permanent loss of either personal or all use of Park District vehicles.

F. Any Commissioner operating a Park District-owned, leased or rented vehicle shall comply with and be subject to the provisions of all policies which apply to vehicle safety operation, alcohol and drug abuse and use of District vehicles, except that the sanction to be imposed upon any Commissioner found by the District to have violated said policy(ies) shall be limited to the prohibition of using any Park District-owned, leased or rented vehicle for a minimum of three (3) months, as determined by a majority vote of all sitting Commissioners.

G. Failure to follow this procedure will lead to disciplinary action, up to and including termination.

Approval Date:	June 6, 2002	Dean R. Bostrom, Executive Director
Revised Date:	February 20, 2003	______Dean Bostrom____________
Revised Date:	March 20, 2008	_______Dean Bostrom________________
Revised Date:	April 25, 2013	______Dean Bostrom_____________
Revised Date:	December 15, 2017	______Dean Bostrom_____________

Reviewed DRB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for CDL Random Drug & Alcohol Testing

1.043 CDL Random Drug & Alcohol Testing

A. All employees holding CDL licenses are subject to a random drug and alcohol test.
B. Employees' names are kept on file with First Advantage Occupational Health, Inc. ("First Advantage"), an outside agency that randomly selects employees of the District to be tested each quarter. The employees who are randomly selected by First Advantage are identified by the Human Resources Manager.
C. Division Directors will notify employees who are selected for testing.
D. Any positive results (either for drug or alcohol) will be submitted to the Executive Director and the division director.

Approval Date:	____________	______________________________
Revision Date:	6/4/02	Dean R. Bostrom
Revision Date:	4/4/13	Dean R. Bostrom, Exec Director
Revision Date:	04/01/2017	Eric D. Leninger, HR Superintendent

DRB 4/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Threats of Violence Procedure

1.044 Threats of Violence

A. A report should be written and completed either by the Hoffman Estates Park District staff, volunteer, or officer involved in the event. All reports should be taken seriously should be written in ink and include:

1. All appropriate information is to be properly indicated in the spaces provided.
2. The staff, coach, volunteer, parent, official, participant, etc should call the park district office to report the threat if there is no immediate danger. A park district manager or Division Director will call 911, if deemed appropriate.
3. If the staff, coach, volunteer, parent, official, participant, etc feels that a direct safety threat is imminent they should contact 911 before calling the park district.
4. Describe in detail exactly what happened. Do not record any assumptions or opinions. Include what you observed. If stated by, i.e., spectator, visitor, member, parent, then record it as "stated by," etc.
5. Record condition of person observed: pulse, respiration, blood pressure, color, contusions, lacerations, bleeding, medication, confused, etc.
6. If transportation is required, call 911.
7. If there are witnesses, record their full name, address and phone number. All other reports must be immediately directed to both the appropriate Division Director and the Superintendent of HR/Risk Management.
8. The person who is filling in the report is to provide their full signature, classification and title and the date that the report is initiated.

B. All Occurrence reports relating to Property Damage/Missing Article should be written in ink and include:
   - The description of the damage or lost item.
   - The time the damage occurred or loss discovered.
   - The name or person reporting the loss or damage if other than the person whom is writing the report.
   - What efforts have been made to locate the lost item.

C. A review of the incident/accident will be conducted by both the appropriate Division Director and the Superintendent of HR/Risk Management. The Incident/Accident Report shall be completed and given to PDRMA appropriate Division Director and the Superintendent of HR/Risk Management, local authorities and the individuals involved. A copy shall be kept in the Accident/Incident report file. If local authorities believe a more complete investigation is warranted, it will be conducted by the local authorities.

D. Staff will consider legal issues as related to the American with Disabilities Act. Future program participation will be based on the safety of all involved.

E. No person making the report should discuss the coverage with the person involved.

DRB 12/2017

F. Discipline shall be according to Policy Manual, Use of Parks, Chapter 9 – C-24, Revocation of Privileges, as follows:

USE OF PARKS.

Chapter 9

C - 24. REVOCATION OF PRIVILEGES.

Any person violating or disobeying any section or part thereof of this threat of violence policy, or any other ordinance, rule or regulation of the District, may be forthwith evicted from District property, and may have his/her admission rights to District property terminated, revoked, forfeited or suspended for the remainder of the season as determined by the Director or the Director's designated representative.

Approval:	June 17, 2002	Dean Bostrom
Revised:	January 18, 2005	Dean R. Bostrom
Revised:	12/15/2017	Dean R. Bostrom, Exec Director

DRB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Report

Must use INK!

Completed By (Print): ______________________________

Completed By (Signature): ______________________________

Position Title: ______________________________

Date: ______________________________

Person's Involved (Name, phone number, address):

____

____

Infraction

- The comfort, health or life including, but not limited to staff, coaches, volunteers, parents, officials, participants, etc.
- The Hoffman Estates Park District or personal property.
- The quality of promptness of any service.

Description of Incident:

____

____

____

____

____

Action taken/Recommended:

____

____

____

____

Date Participant/Spectator, Customer, Parent Notified:______________________________

Division Director/Manager/Supervisor: ______________________________

DRB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Standard Operating Procedures

1.045 Procedure on Complimentary Facility Passes

Complimentary passes are distributed on a limited basis for the purpose of promoting the Park District and its facilities. The purpose of the district issuing complimentary passes is either for public relations or to provide individuals the opportunity to visit park district facilities free of charge in order that they may use the facility as a paying customer in the future.

A. Numbering passes
All complimentary facility passes are to be numbered in sequence and recorded under the supervision of the administrative assistant.

B. Distribution
Under the supervision of the Executive Director, all passes prior to distribution shall be recorded using the Facility Pass Distribution Form. The number of passes distributed to one individual should be limited so as not to compromise the original intent of the passes. All staff is prohibited from distributing passes to commissioners or community representatives. Their requests for passes must be directed to the executive director.

C. If passes turned in do not have a number, they will be accepted and participant will be required to bring in any other passes in their possession to exchange for numbered passes.

D. If the number of complimentary passes utilized by one or more individuals is determined to be excessive and compromises the original intent of the pass, at the discretion of the Executive Director, that individual will be denied use of district facilities without paying the appropriate facility use fees.

E. Procedure for complimentary guest pass distribution at PSS&WC
1. The distribution of complimentary guest passes is at the sole discretion of the Member Services team in an effort to promote retention among current members or to promote enrollment opportunities to prospective clients. All other complimentary guest pass distributions are subject to the approval of The Club at Prairie Stone General Manager of Sales & Operations with oversight provided by the Director of Golf & Facilities.
2. The MOD team may be given authorization to distribute complimentary guest passes as empowerment options to resolve difficult member challenges.
3. The Club at Prairie Stone complimentary guest passes must be signed by the issuing team member with an expiration date noted in order to be validated and honored.

Approval Date:	5/1/02	Dean R. Bostrom
Revision Date:	10/1/02	Dean R. Bostrom
Revision Date:	2/16/2018	MKies, Director Rec & Fac
Revision Date:	08/11/2022	Alisa Kapusinski, Dir R&F

Review: 2/16/18

Reviewed by Admin Staff and CT 9.2022

COMPLIMENTARY FACILITY PASSES

SEASCAPE FAMILY AQUATIC CENTER

DISTRIBUTION FORM

Type = **DP** (Daily Pass), **FM** (Family Membership), **IM** (Ind. Membership)

Number	Type	Name	Purpose	Date	Issued By

Reviewed by Admin Staff and CT 9.2022

COMPLIMENTARY FACILITY PASSES

TRIPHAHN CENTER

DISTRIBUTION FORM

Type = **DP** (Daily Pass), **MM** (Monthly Membership), **IM** (**I**nd. Membership)

Number	Type	Name	Purpose	Date	Issued By

Reviewed by Admin Staff and CT 9.2022

COMPLIMENTARY FACILITY PASSES
WILLOW RECREATION CENTER

Type = **DP** (Daily Pass), **MM** (Month's Membership), **CT** (Court Time), **SP** (Skate Pass Punch Card)

Number	Type	Name	Purpose	Date	Issued By

Reviewed by Admin Staff and CT 9.2022

COMPLIMENTARY FACILITY PASSES
DISTRIBUTION FORM

PRAIRIE STONE Type = **DP** (Daily Pass), **MM** (Month's Membership,**TC** (Tennis Court)

Number	Type	Name	Purpose	Date	Issued By

COMPLIMENTARY FACILITY PASSES

BRIDGES OF POPLAR CREEK

DISTRIBUTION FORM

Type = **GC** (Golf Course), **D** (Dome), LC (Learning Center)

Number	Type	Name	Purpose	Date	Issued By

COMPLIMENTARY FACILITY PASSES
DISTRIBUTION FORM

PRAIRIE STONE Type = **DP** (Daily Pass), **MM** (Month's Membership,**TC** (Tennis Court)

Number	Type	Name	Purpose	Date	Issued By

Hoffman Estates Park District
Procedure for Emergency On-Call Schedule
Information Technology Department

1.048 On-Call Schedule

A. Brett Lonergan – Information Technology Associate
Office: 847-285-5494
Cell: 847-852-6905
blonergan@heparks.org

B. John Agudelo – Information Technology Manager
Office: 847-285-5444
Cell: 847-309-4952
jagudelo@heparks.org

C. Nicole Hopkins – Director of Finance & Administration
Office: 847-781-3635
Cell: 847-224-9510
nhopkins@heparks.org

D. All emergency calls for service should be directed to the Information Technology Manager or Associate.

Approved:	August 26, 2003	Dean Bostrom, Exec Dir
Revised:	February 15, 2018	John Agudelo, IT Manager
Revised:	07/16/19	C. Talsma

Review: CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Handling Communications to include Staff Email

1.050 Handling Communications to include Staff email use

1. An initial response, within one business day, should at a minimum acknowledge the receipt of the communication (this applies to communications received via telephone, mail, fax and any other electronic means). If possible, supply the answers to their questions or concerns at that time. If you do not know the answer, indicate how much time is needed before you can provide the answer.
2. If you need to forward their question or concern to a different employee advise them that you are doing so. Not all emails should be forwarded in their entirety. Be respectful of doing so as the original email may not have been intended for the individual you wish to forward it to. Do not forward emails outside of the District without first asking permission from the sender.
3. When an employee anticipates being absent from work for more than one business day, and will not be monitoring their email, he/she will provide information on their Voice Mail and Out of Office Assistant stating who can be contacted in their absence, or when you will respond upon your return.
4. Staff shall make all attempts to be as efficient as possible with the use of email, not to use email excessively, and to write emails in a succinct and effective manner. State the question or reason for the email within the first sentence or two, or in the subject line, and be as brief as possible.
5. Employees shall use their heparks.org email accounts for park district business only; the email address is not to be used for personal use. Additionally, personal email accounts should not be used for business purposes as this will make those accounts subject to FOIA (Freedom of Information Act) requests.
6. Employees should be aware that park district email is not private. All emails are archived and subject to review and examination, including release and copying for FOIA purposes.
7. Staff should refer to the attached **Email Etiquette, Tips & Tricks** document for additional email protocols.
8. Keep the storage in your Outlook to a minimum. Delete or file received and sent emails to other folders if they must be saved. Unsubscribe and mark as spam any unwanted emails. To effectively clean your mailbox please refer to the IT document, **How to clean up and delete emails from your mailbox** located in our S:\ Drive under Information Technology.

Approval Date: __1/6/03________ ______Dean R. Bostrom____________

Revision Date: ___4/12/16 ____ ______Dean R. Bostrom____________

Revision Date: ___8/17/17_______ _Dean R. Bostrom Executive Director_

DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Email Etiquette, Tips & Tricks

In addition to the standards set in the Email Procedure, staff should follow these guidelines for polite email use:

1) Each email that is sent uses space and bandwidth on our system. Each email you receive takes time to open, read and decide if a response is needed. We urge staff to be efficient and courteous with email use.
2) Remember that your email may not be read immediately, if your issue is urgent a phone call may be more appropriate.
3) Use proper spelling and grammar. Proof read your emails and use Auto-Correct.
4) Avoid using all caps, as it appears to the reader that you are yelling.
5) Salutations are polite and start your email with a warm greeting.
6) Stick to simple fonts that are easy to read. 10 or 12 point type and an easy-to-read font such as Arial or Times Roman. HE Parks Branding Guidelines specifies using Arial for external communications.
7) Use exclamation marks sparingly. Too many exclamations give the appearance of being overly emotional and immature.
8) Use the subject line to summarize what the email is about as accurately as possible. If it is a simple question put it in the subject line and put "EOM" (end of message) so the recipient doesn't even need to open the email and can respond based just on the subject line.
9) Use "Reply All" sparingly. Only reply to those the response directly pertains to.
10) Avoid sending the "Thank you" email. Although you want to be thorough and courteous, it clutters your email boxes. When a specific task is being sent to you, it is okay to respond that you understand the task and/or deadline.
11) If numerous emails are being exchanged on a topic, perhaps a phone call or in-person meeting would be better suited to handle the topic.
12) If you are writing an emotional email, write your email and save it as a draft until the next day. Reread it again, or have a neutral party read the email before you send it.
13) Keep it short; make it easy for the recipient to quickly read and understand.
14) **Your work email is not private**. Assume everything you write will be read by someone else. All email on the HE Parks server is subject to review and FOIA requests. Only use "heparks" email for park district business. Use a personal email account for personal use.
15) Unsubscribe to any email newsletters you do not read and delete any pictures or large email items immediately after use; these use large amounts of bandwidth.
16) When writing an email, add the "TO" address last, to avoid accidentally sending the email before it's ready to go.
17) Keep your inbox clean and store emails by filing them in other folders or on the H drive. Keep the stored emails in your in box and sent box to a minimum.

DRB 8/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Vermont Systems Support Assistance Procedure

1.052 Vermont Systems Support Assistance

Vermont Systems, Inc. (VSI) produces the software RecTrac, MainTrac, FinTrac and WebTrac that the District utilizes. In an effort to streamline correspondence to VSI, the district will be utilizing staff as indicated below as software administrators. All upgrades and/or version enhancements will be coordinated between the superintendent of business and the IT department.

A. RecTrac/FinTrac/MainTrac
1. Any software inquiries with regards to RecTrac will be submitted to the superintendent of business and/or designated business department staff.
2. The superintendent of business will be responsible for either fielding the inquiry in house or contacting VSI.
3. Any inquiries that result in a programming fix will be coordinated with the IT department.
4. It will be the responsibility of the superintendent of business to advise staff as to the status of their inquiry.

B. WebTrac
1. Any software inquiries with regards to WebTrac will be submitted to the superintendent of communications & marketing.
2. The superintendent of communications & marketing will be responsible for either fielding the inquiry or contacting VSI.
3. If VSI is contacted, the superintendent of business must be copied.
4. Any inquiries that result in a programming fix will be coordinated with the superintendent of business.
5. It will be the responsibility of the superintendent of communications & marketing to advise staff as to the status of their inquiry.

Approval Date:	___2/11/03______	___Dean R. Bostrom, Exec Director
Revised:	___4/22/13______	___DRB_________________
Revised:	___12/01/17_____	__D.Bostrom/C.Talsma______

Review: CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Contractual Company Background Check

1.053 <u>Contractual Company Background Check</u>

Effective September 1, 2003, an Illinois State Background Check must be supplied to Hoffman Estates Park District for all contractual instructors.

A. The background checks will be completed by the Hoffman Estates Park District HR. **The fee per person for a background check is $10.00 and must be submitted to HR when a background check is requested. The check is issued to the Hoffman Estates Park District.**
B. **<u>Existing Contractual Companies</u>**: **The individual requesting the background check will be notified if the background is clear, pending, or if Illinois State Police requires fingerprinting. When submitting a contractual background check, the person to contact when the process is completed need to complete the attached form.**
C. **If fingerprinting is required**, it is the responsibility of the **hiring** contractual **service** to arrange for that service. **The fingerprint card may be obtained from HR, and needs to be returned to HR to be mailed with the payment.**
D. Background checks will be done on all contractual individuals every three years.
E. New contractual individuals cannot begin teaching until the background check is **requested**.
F. If the independent contractor plans to assign individual(s) to perform services for the District on behalf of the contract, the independent contractor must perform a background check on any such individual(s) and provide the results to the human resource manager prior to any such assignment.
G. Failure to follow this procedure will lead to disciplinary action up to and including dismissal.

Approved:		Dean R. Bostrom
Revised:	2/18/08	Dean R. Bostrom
Revised:	4/4/13	Dean R. Bostrom
Revised:	12/15/17	Dean R. Bostrom, Exec Dir

Reviewed DRB 12/15/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Development/Revisions of Full or Permanent
Part Time Job Descriptions

1.055 Development/Revisions of Full/Permanent Part Time Job Descriptions

A. A job description for a full time position is developed/revised by the Division Director of the respective department and submitted to the Executive Director.
B. All new and revised job descriptions will be given to the Admin Asst to format.
C. The new/revised job description will also be reviewed by the Director of Finance and/or HR to ensure that the new/revised position falls within the titles, salary schedule, budget and financial guidelines of the District.
D. On the recommendation of the Executive Director, the new job description will be submitted to the Park Board along with salary, budget parameters, and FLSA Classification. Once board approved, the job description will be given to the Admin Asst to date and incorporate into the shared drive.
E. If the job description is a revised job description, the old job description will be removed from the manuals **and active shared drive and placed in the inactive job descriptions in the shared drive**. If the new job description replaces an old job description, the Admin Asst will be advised and the obsolete job description will be removed from the manuals **and shared drive**.
F. The Admin Asst will revise the index to include the new/revised job description titles.
G. Follow Procedure 1.049 regarding posting and publication of new job descriptions.
H. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date: 1/14/03 Dean R. Bostrom

Revision Date: 03/27/2018 Talsma, Deputy Dir/Leninger, HR

3/2018 CT/EL

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for To Implement Policy on
Use of Cellular Telephones in Park District Facilities

1.057 Use of Cellular Telephones in Park District Facilities

1. No person shall use any device, instrument or means capable of recording, producing, duplicating, reproducing, storing, copying, transmitting or displaying any type of image, picture, or visual representation, including but not limited to any photographic camera or video camera; in any restroom, sauna or other facility or room therein where patrons of the Park District had a reasonable expectation of privacy.
2. No person shall use any cellular phone of any type or kind, regardless of its capacity or lack thereof to produce such an image, picture or visual representation; in any restroom, sauna or other facility or room therein where patrons of the Park District had a reasonable expectation of privacy.
3. When a person is observed using a standard cellular phone, staff should approach the individual and explain that park district policies prohibit use of cellular phones in all areas where patrons of the park district have a reasonable expectation of privacy.
4. Repeated offenses will cause all Hoffman Estates Park District memberships to be revoked and the violator banned from all facilities.
5. When a person is observed recording, producing, storing, copying transmitting or displaying any type of image, picture, or visual representation, including but not limited to any photographic camera or video camera in areas where patrons expect reasonable privacy, said person will be reported to the police authorities. Staff will notify supervisor or MOD of incident, who call police. Action will be taken according to the severity of the offense.

Approval Date: __5/27/04__ _____Dean R. Bostrom, Exec Dir______

Revision Date: __________ ________________________________

Revision Date: __________ ________________________________

DRB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure Creating Employee ID Badges

1.058 <u>Creating Employee ID Badges</u>

A. When a new employee has been hired, HR will notify the direct supervisor when the employee is cleared and set-up in business department software.

B. Upon receipt of confirmation from HR, the supervisor will instruct the new employee to have his/her picture taken for their Employee ID badge. The supervisor will also notify the person responsible in the specific facility of the need to create an employee ID badges. The person responsible for approving the printing of the ID Badge in the facility will check the listing on the Shared Drive for the new hire's name and household ID number. Once employment is confirmed, the facility employees can have their picture taken and Ids printed at the facility in which they work, providing it is The Club at Prairie Stone, Bridges of Poplar Creek Country Club, Willow Recreation Center, or Triphahn Center & Ice Arena. Employees working in the parks maintenance and at Seascape should have their badges processed at Triphahn Center & Ice Arena.
- The Club at Prairie Stone, contact General Manager
- Bridges of Poplar Creek Country Club, contact Director of Golf & Facilities
- Triphahn Center & Ice Arena, contact Triphahn Center Facility Manager
- Willow Recreation Center, contact Willow Rec Ctr Facility Manager

Employee ID Badges can be created by staff designated by the contact person. Once badges are created, that designated staff needs to forward the information back to the contact person.

C. Employees are expected to carry their ID badge with them at all times.
D. Employee Badges are required for admission to facilities, particularly those facilities where the employee does not regularly work. Desk staff will be expected to verify the employee's identification.
E. Replacement of a missing badge will cost $10.00. Broken badges will be replaced at no charge (broken badge must be presented).
F. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	5/24/05	Dean Bostrom
Revision Date:	12/01/17	D.Bostrom/C.Talsma
Revision Date:	8/01/19	C.Talsma

Review: CET 8/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Dialing 9-1-1

1.060 Dialing 9-1-1

A. When an emergency arises where someone from any of the park district facilities must call for emergency assistance, dial **9-1-1.**

DO NOT dial the 8 prefix required for a standard outside line. By dialing **9-1-1** the responder will register the exact location of the emergency from each park district facility.

Approved Date:	5/24/05	Dean Bostrom
Revision Date:	2/16/2018	D. Bostrom, Executive Director
Revision Date:		

DRB 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Handling Outgoing Park District Mail

1.091 Park District Mail

A. District outgoing mail, is to be mailed daily and is the responsibility of the business department. No staff, other than those designated by the superintendent of business will be allowed to process daily mail. The only exception to this shall be the brochure and other bulk mailing processed by the Communications and Marketing Department.

B. Staff designated by the superintendent of business will process daily outgoing mail as follows:

1. All outgoing mail from all departments and facilities will be placed in the bin specified for outgoing mail to be posted.

2. Business department staff will post any outgoing mail on a daily basis.

3. Outgoing mail received prior to 10:30 a.m. Monday through Friday will be posted and mailed the same day. Mail received after 10:30 a.m. will be posted and mailed the next day unless specific written instructions accompany the mailing and alternate arrangements to deliver the mailing to the post office have been made.

C. Staff designated by the superintendent of business will lock down the mailing machine.

Approval Date: __4/6/99___ _____Dean R. Bostrom________________

Revision Date: __________ ____________________________________

Review: CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Anti-Idling

1.092 ANTI-IDLING

Reduce Vehicle Idling
The Hoffman Estates Park District's stewardship of the environment is something the District takes very seriously. Policies are established to aid us in the role of stewardship. This policy addresses air quality and fuel consumption.

- Vehicle idling gets zero miles per gallon and unnecessary idling wastes fuel and pollutes the planet's air quality. Carbon dioxide (CO_2) is the principle greenhouse gas that contributes to climate change; it is a natural by-product of burning gasoline. Each gallon of gasoline that is used produces about 20 lbs. of CO_2, therefore, excessive idling exaggerates the problem.
- Running an engine at low speed (idling) also causes twice the wear on internal engine parts compared to driving at regular speeds. The break-even point for shutting off and restarting an engine or leaving it to idle is 10-30 seconds from the point of view of both emissions and fuel consumption.
- Idling of a vehicle consumes approximately 17% of the fuel that a vehicle has on board. Idling your vehicle for just (10) ten minutes a day uses as much fuel as it takes for your vehicle to travel (5) five miles.

Contrary to popular belief, idling is not an effective way to warm up your vehicle, even in cold weather. Modern engines circulate oil throughout the engine quickly and the best way to warm up the lubricants in the engine, transmission, etc., is to drive the vehicle at moderate speeds.

The above statistics also apply to diesel powered vehicles/equipment.

Examples of excessive idling while at work are:
- Lunch time restaurant drive up lanes - Turn off your vehicle and go inside to purchase your food.
- Employee comfort - staying warm in your vehicle while working outside.

Unless exempt by your supervisor, no Hoffman Estates Park District vehicle or piece of equipment is to be idling for more than 30 seconds; preferably no more than 10 seconds, however, safety and common sense shall prevail.

This policy does not apply to idling while in traffic situations.

Each vehicle/equipment operator will be responsible for adhering to the anti-idling policy. Supervisors will be responsible for the adherence and enforcement of the anti-idling policy. Violators of the Anti-Idling policy will receive a training notice as specified in Procedure #1.318, Written Training Notice Procedure.

Approval Date: ___3/2/12________ _______Bostrom______________________

DRB: 3/18/13

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Recycling Ink-Jet, Laser or Toner Cartridges

1.093 Recycling Ink-Jet, Laser or Toner Cartridges:

The Hoffman Estates Park District's stewardship of the environment is something the District takes very seriously. Reducing solid waste and toxins that enter landfills is an important component of stewardship. Procedures are established to aid us in the role of stewardship.

A. When staff receives a replacement printer or toner cartridge, they shall exercise care in removing it from its original packaging.

B. All empty Ink-Jet, Laser and Toner cartridges should be re-packed in its original box and sent to a recycling center.

Approval:	4/01/09	Dean Bostrom, Executive Director
Revised:	3/2013	Dean Bostrom, Executive Director
Reviewed:	9/2016	Dean Bostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Seizure Management and First Aid Procedures

1.094 Seizure Management and First Aid Procedures:

Conclusive seizures are disorders of brain functions characterized by recurrent attacks, involving changes in the state of consciousness, motor activity or sensory phenomena which is sudden in onset and brief in duration. Attacks are often accompanied by convulsions in which the patient falls to the floor and undergoes violent involuntary contraction of muscles.

In order to maximize a safe and healthy fitness facilities environment for patrons and team members, the Hoffman Estates Park District (HEPD), the following seizure management procedures have been established. **This procedure is intended to complement and supplement the district's medical emergency and aquatics emergency response plans.** *If the seizure occurs in the water; follow the HEPD, Seascape Aquatic Center Seizure-Prone Aquatics Procedure (4.311).*

In the event of a seizure that occurs within the facility, team members must immediately activate the PSS&WC/HEPD Emergency Code procedures. Team members must also ensure accurate documentation of incident by the completion of the PDRMA Incident/ Accident Form. In the situation of a seizure, team members must immediately page a **Code Blue (**Life Threatening Emergency) over the intercom system and follow the **Code Blue Emergency Procedure** action plan:

Code Blue: Life Threatening Emergency

1. Establish unresponsiveness
2. Assign bystander or immediately contact Service Desk to call **9-1-1, EMS.**
3. Ensure that the **Code Blue,** including location, has been triple paged over the intercom system.
4. All available team members must immediately proceed to the location of the emergency.
5. Provide appropriate medical first aid and care for the victim.
6. Begin CPR/Defibrillation if necessary and certified. In all Code Blue situations, the AED must be brought to the location. MOD must ensure that the AED is at the emergency site.

Specific Actions taken in Cases of Seizure:

1. Prevent the person from injuring themselves. Place something soft under their head, loosen tight clothing, clear the area of hard and sharp objects, and remove eyeglasses if needed.
2. Place the person in a recovery position to allow saliva to drain from the mouth.
3. Start timing the seizure as soon as symptoms are recognized.
4. **Do not** restrain the person's movements.
5. **Do not** place any items in the person's mouth and **do not** attempt to give any liquids.
6. Maintain the person's airway.

7. After the seizure subsides, complete an initial assessment to determine the condition of the person (airway, breathing, circulation, physical condition).
8. If the person is not breathing, and shows no signs of circulation, utilize the AED. Begin CPR, if AED, for any reason, is not present. Continue life saving efforts until EMS arrives.

Approval Date: ___7/20/09_______ ______Bostrom_________________

Revision Date; ________________ ________________________________

Review Date: _______5/18/________ _______Under Review/CP__________

Review: DRB 3/19/13

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Employee Injury

1.095 Employee Injury

A. Determine if the employee needs medical assistance. If primary assessment is "Yes", determine if EMS or 911 need be called. This is the preferred transportation option.
B. Call a supervisor or manager of the department
C. Call HR/Risk Manager
D. Supervisor will need to complete PDRMA Form 04 (formerly Form 45). PDRMA cannot start the process of assigning a potential claim without the employee's social security number and date of birth. Supervisor should leave the SS# blank and notify HR so they can provide it directly to PDRMA
E. If the employee needs to be transported to a medical facility contact HR to receive emergency contacts in case the employee is admitted or can't drive home.
F. If the employee can return to work that same day the supervisor needs to see the medical release to verify any modified or light duty for that day or if it indicates a longer time duration. The medical release is then forwarded to HR.
G. Form 04 must be e-mailed or Faxed to PDRMA within 24 hours of the employee reporting the injury.
H. The employee is responsible to report any work related injury to their supervisor the same day the injury occurs. Failure of the employee to report their injury within 24 hours, or the supervisor not completing and e-mailing or faxing the report to PDRMA will result in disciplinary action up to and including termination.
I. Any lost work time needs to be related to HR, the Park District will be responsible for paying the first 3 (three) days that the employee is not able to work, after verifying it is a workers comp injury.
J. The supervisor will need to inform the Payroll Clerk for any compensable time for the date of the injury or the following 3 days.
K. Supervisor will provide Risk Manager, PDRMA and HR Manager a copy of the Form 04.
L. The medical treatment was administered the employee needs a "Return to Work" note indicating any modified, restricted, or return to full duty release. Forward this information to HR.

Approval Date: __4/25/13______ _______Bostrom_________________________________

Revision Date:______________ ____

Reviewed: DRB 3/27/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Full Time Staff Meeting Attendance

1.096 Full Time Staff Meeting Non-Attendance Procedure

Full-Time and Permanent Part Time employees are required to attend all Full Staff Meetings, unless they have an excused absence from their Division Director, i.e., illness, vacation, etc. Each employee shall sign in using the sign-in sheet at each meeting. In the event the employee is unable to attend the meeting, the Executive Assistant or Superintendent of Human Resources/Risk Management shall provide the employee with notes from the meeting and/or any handouts that were distributed at the meeting. The employee informs the Executive Assistant or Superintendent of Human Resources/Risk Management when their review of the notes / handouts is complete.

Approval Date:	June 9, 2010	Dean R. Bostrom
Revision Date:	May 25, 2016	D.Bostrom
Revision Date:	8/01/19	C.Talsma

Review: CET 8/1/19

Hoffman Estates Park District
Environmentally Preferable Purchasing (EPP)/Green Purchasing Procedure

1.097 Environmentally Preferable Purchasing (EEP)/Green Purchasing:

The Hoffman Estates Park District seeks to serve as a community leader for the on-going revitalized national environmental stewardship ethic. Our embracement of this ethic includes seeking to reduce the environmental damages associated with purchases of products, equipment, or services by increasing the acquisitions of environmentally preferable products and services to the extent feasible, consistent with price, performance, availability, and safety considerations.

Environmental factors should be taken into account as early as possible in the acquisition planning and decision-making process. Responsibility for environmentally preferable purchasing is to be shared among all district personnel with purchasing authority.

Introduction

Environmentally preferable purchasing (EPP) or "Green Purchasing" is intended to promote internal and external "greening" of the District. For all intents and purposes and our use the two terms are interchangeable when presented in the following procedures.

In their simplest forms EPP programs allow those purchasing products, equipment, and services within the District to ensure that those products, equipment, and services purchased meet certain environmental criteria or have specific environmental benefits or aspects that reduce potential harm. As a result of such programs the District has the potential to increase the environmentally neutral materials they use and reduce toxics, with safer products that present fewer environmental risks.

EPP programs provide a central focus and set of requirements for environmentally preferable products that can help promote environmental efforts by ensuring that products, equipment, and services purchased for use within the District reduce environmental harm and negative human health impacts.

Purchasing Guidelines

Using principles developed by the Environmental Protection Agency and the Federal Department of Transportation the District has itself developed five purchasing guidelines to provide broad guidance for applying environmentally preferable purchasing in the District.

Guideline 1: Environment + Price + Performance = Environmentally Preferable Purchasing

Environmental considerations should become part of a normal purchasing practice that includes such traditional factors as product safety, price, performance, and availability.

The District's purchasing decisions should not be confined to considerations of price and performance but should include considerations of environmental performance as well. Product or service providers who can optimize the three factors of environment, price, and performance should capture and maintain the largest share of our purchasing.

Payment of a price premium for green goods or services may be related to the District's definition of its "minimum needs" and therefore may be allowed. This is not much different than paying a higher price for better performance or quality.

Guideline 2: Pollution Prevention

Consideration of environmental preferability should begin early in the acquisition process and be based on the ethic of pollution prevention, which strives to eliminate or reduce potential risks to human health and the environment.

Pollution prevention can not only reduce pollution but it can also save money for the District by reducing subsequent costs for disposal.

Guideline 3: Life Cycle Perspective/Multiple Attributes

Life cycle perspective – The life cycle of a product begins with the acquisition of raw materials and continues through the manufacturing of the product, the packaging of the product, the transportation of the product, its use and ultimate disposal. A product or service has environmental impact long before and after the District purchases and uses it. The District should strive to purchase products or services with as few negative impacts in as many life cycle stages as possible. The District should determine the "environmental preferability" of a product or service by comparing the severity of environmental damage it causes throughout its life cycle.

Multiple Attributes – Environmental preferable purchasing should reflect the multiple environmental attributes a product possesses such as increased energy efficiency, reduced toxicity, or reduced impacts on fragile ecosystems.

Guideline 4: Comparison of Environmental Impacts

Determining environmental preferability involves comparing environmental impacts: the reversibility of the environmental impact, the amount of difference between competing products or services, and the overriding importance of protecting human health.

District personnel need to compare the various environmental impacts among competing products and services. For example, would the reduced energy requirements of one product be more important than the water pollution reduction of a competing product? These considerations need to be involved in purchasing decisions.

Guideline 5: Environmental Performance Information

Thorough, accurate, and meaningful information about the environmental performance of products or services is necessary in order to determine environmental preferability.

District personnel are encouraged to seek life-cycle based information about the environmental performance of products and services they are interested in purchasing. Research of the product and testing small portions of the product are encouraged before buying large quantities. Personnel are encouraged to request their product and service provider to provide life-cycle based information about the environmental performance of products and services and if possible test samples of the product in question.

DRB 3/19/13

Purchasing Considerations

As the district strives to become more carbon neutral and more green products are incorporated into our daily operations, certain requirements for the purchase of environmentally preferable products have been established by the District and need to be followed to the extent feasible, consistent with price, performance, availability, and safety considerations.

Products under consideration all need to be recognized as a green product or its equivalent. While there is no one entity recognized as the “green authority” the non-profit organization **Green Seal** has strong recommendations from the Environmental Protection Agency that does a large percentage of the green purchasing for the federal government.

All products must be considered keeping the District’s five purchasing guidelines in mind. These guidelines were developed using the EPA and Federal Department of Transportation models and can be considered as close to an authorized source for green purchase information available.

When possible the carbon footprint of the product should be considered. A carbon footprint is a measure of the impact our activities have on the environment, and in particular climate change. It relates to the amount of greenhouse gases produced in our day-to-day lives through burning fossil fuels for electricity, heating and transportation etc. The following web site allows one to calculate ones carbon footprint and that of products purchased or used.

http://www.carbonfootprint.com/calculator.aspx

Volatile Organic Compounds (VOCs) should be considered when purchasing or considering certain products. VOCs are emitted as gases from certain solids or liquids. They include a variety of chemicals, some of which may have short- and long-term adverse health effects.

Concentrations of many VOCs are consistently higher indoors (up to ten times higher) than outdoors. VOCs are emitted by a wide array of products numbering in the thousands. Examples include: paints and lacquers, paint strippers, cleaning supplies, pesticides, building materials and furnishings, office equipment such as copiers and printers, correction fluids and carbonless copy paper, graphics and craft materials including glues and adhesives, permanent markers, and photographic solutions. VOCs should preferably be kept below 30% by volume, ideally below 5% as recommended by the EPA.

Green items are often times more expensive than their non-green equivalents. The extra cost is defined as an **overage** for the purpose of our procedure.

Items purchased or considered over $5000.00 have an overage limit of 15% or the discretion of the Division Director, and Executive Director. After considering the five purchasing guidelines overages can be allowable if the overage has a payback period, and if product’s shelf life equals or exceeds the payback period of the overage.

Simply stated the product payback needs to meet or exceed the additional cost of the green alternative.

DRB 3/19/13

Reviewed by Admin Staff and CT 9.2022

Items purchased or considered ranging from $500.00 to $4999.99 have an overage limit of 10-15% or the discretion of the purchasers Division Director and the same considerations as the upper dollar limit.
Items purchased or considered ranging from $100.00 to $499.99 have an overage limit of 10-20% or the discretion of the purchasers Division Director and the same considerations as the upper dollar limits.

Items purchased or considered ranging from $.01 to $99.99 have an overage limit of 10%- 25% or the discretion of the purchaser and the same considerations as the upper dollar limits.

When a green item is purchased for a cost that exceeds the non-green equivalent, it needs to be identified as such when completing the purchase order, along with the cost of the non-green item not being recommended also stated on the purchase order.

Exemption Clause

This exemption clause will allow the District to implement a green product category in general, while allowing District personnel the freedom to make responsible purchasing decisions when the EPP products are not appropriate due to cost, availability, or performance concerns, as detailed below. For example, the District may wish to purchase an EPP product, but products that meet that specification may be unavailable or too costly in some locations. Through the exemption clause, the district can document the situations where it is acceptable for the purchasing agent to exclude a particular product or location from the implemented product specification.

In general, these clauses include the following provisions:

Cost – A product or product type can be excluded from purchase if acquiring that product will result in a greatly increased cost. In some instances, EPP products may simply be to costly for a given product type to allow purchasing agents to acquire products that are more expensive, in that case the green alternative would not be selected.

Availability – In some instances, products that meet a green product specification cannot be acquired in sufficient quantity to meet large needs. In this case, District personnel should be able to not purchase the green item so that business needs will continue to be met.

Performance – In other instances, products that meet the green specification may do so at the expense of performance or quality. In this case, if the green product simply will not perform as required for its intended use it should not be purchased.

Approved: May 23, 2011 ____Dean R. Bostrom, Executive Director_____

Revision Date: ___5/18___________ Under Review/Admin__________________

Revision Date: _______________ ____

DRB 3/19/13

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Credit Card Processing Procedure

1.098 Credit Card Processing Procedure

The District processes credit cards through the registration software RecTrac and the gateway processor Card Connect.

1. All processing should be completed through RecTrac in accordance with processing procedures 1.237, 1.238, 1.239, and 1.240.
2. Only those staff who have a dedicated credit card terminal (pin pad) attached to their work station may process credit cards. These terminals process through RecTrac utilizing District internet.
3. At BPC, the bev carts have a portable device that processes credit cards only and does not connect to RecTrac. All bev cart sales are captured at the conclusion of the shift.
4. In the event that internet is down, BPC, The Club, TC, & WRC, have a back-up credit card device located at one of the service desks that will process credit cards using a phone line.
   A. If you are notified that the internet is down, credit card processing would be completed using the back-up device. When processing the payment through RecTrac, the payment code to select is 09.
5. In the event that the credit card gateway is down, the back-up device may still function. In the event that the backup device is not functioning or if you are at the SEA location please process as below.
   A. Take registration information on an approved District registration form.
   B. Ask to see the customer's credit card of choice.
   C. Write down all credit card information including full number, expiration date and CVV code.
   D. If the customer has a HH, write down HH number and zip code.
   E. If the customer does not have a HH, write down full name and address.
   F. Have the customer sign the registration card.
   G. The registration cards should be included with your shift drop for the business department to process.
   H. In the event that credit cards are accessible before the end of your shift, please communicate with your business department liaison for entering instructions.
6. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____2/24/12_____ ____Bostrom_____________

Revision Date: _____6/25/19____ _____C.Talsma___________

CET 06/2019

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Lost and Found Procedure

1.099 Lost and Found Procedure

Procedures for accepting lost and found items by the service desks are as follows:

I. Items of value or cash.
   A. Whether the item is tangible or cash, a receipt of lost and found item should be completed by the service desk, attachment A.
      1. The service desk should complete attachment A in its entirety being sure to gather who turned the item in and their contact information.
      2. Attachment A will have a spot indicating whether the finder is interested in receiving the item should it remain unclaimed.
   B. The lost and found item will be turned into the business department.
      1. Deliver the lost item and attachment A to the business department.
      2. In the event that the business department's office is closed, place the item and attachment A together in the roll top safe.
         a. In the event that the item does not fit in the roll top safe, give it to the MOD for delivery to the business department.
   C. The business department will make every effort towards determining the owner's identity and contacting them if possible.
   D. The business department will maintain a tab on the "latest news" identifying what items are currently in lost and found.
      1. Should a patron approach the service desk claiming to have lost an item:
         a. Review the "latest news" lost and found tab to see if such an item was turned in.
         b. If such an item does exits, have the patron claiming ownership complete attachment B and inform them that the business department will contact them.
         c. Attachment B should be put in the roll top safe
   E. The business department will determine if ownership is exists and if appropriate, return the lost item to the owner.
   F. In the event that an owner does not step forward within 90 days, the lost item will be offered to the finder if they expressed an interest in it.
   G. In the event that the finder does not wish to claim the item, those items deemed of value will be donated.

II. Items of clothing or non-value.
   A. Items of clothing or a determined value of less than $10 will be kept in a secure place at the service desk.
   B. Each service desk will have three (3) bins that rotate quarterly through the calendar months.
      1. This will allow lost items to be kept for a period of 90 days.

C. Once an item has completed the 90 day cycle, those items will be gathered by the facility manager and donated. Facility managers should coordinate their efforts to make one donation each month.

D. Approved donation facilities are:
   1. WINGS
   2. Little City

III Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _____9/21/12______ _______Dean Bostrom_________________

Revision Date: ______2/16/2018___ MKies, Director of Recreation & Facilities

Review: CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Unemployment Package

1.100 . <u>Unemployment Package Procedure</u>

The District has an unemployment package available to provide assistance to persons facing economic hardships. The following steps must be taken when a customer requests to take advantage of this package.

A. The service desk will provide the customer with the unemployment package explaining that the paperwork must be completed in its entirety.
B. The service desk associate will identify the list of documents that must be signed and submitted with the request. Those include:
    1. Copy of their driver's license or state issued ID card
    2. Copy of a current unemployment letter from the state
    3. Copy of proof of residency (utility bill, lease, etc.)
C. The completed package should be placed in an envelope to the attention of the business department and dropped in the roll top safe.
D. The service desk will take a picture of the customer and retain that in their HH.
E. Once the business department has received approval, the unemployment package will be activated. Business staff will notify the facility manager that the appropriate documentation (ID card) can be printed and placed in will call for the customer.
F. Business department will contact the customer alerting them if their request has been approved. Once approved, the customer will receive:
    1. 6 – Seascape passes (included seasonally)
    2. 4 – The Club daily fitness center passes
    3. 6 – TCIA daily fitness center passes
    4. 6 – WRC daily fitness center passes
    5. 2 – BPC 18 hole w/cart after 3pm on weekends at a discount cost of $22
    6. 2 – BPC buckets of range balls
    7. 6 – Ice Arena public skate passes
G. Unemployment packages are eligible for 90 days, but can be renewed should the customer still qualify. To have the package renewed, items #2 and #3 must be resubmitted.

Approval Date: __10/1/12________Bostrom_________

Revision Date: ____________________________________

Revision Date: ____________________________________

Reviewed: CET 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Vandalism / Theft Reward Procedure

1.101 Vandalism / Theft Reward:

A. In an effort to reduce vandalism / theft within the parks and facilities, the Hoffman Estates Park District is instituting a reward system.

1. A monetary reward will be given to individuals who provide information on the vandals damaging park and facility property, and/or thieves stealing park and facility property.

2. The awarding of a cash reward is contingent upon the conviction and/or restitution from the vandals in the amount of the damage, or stolen items and labor to implement the necessary repairs or replacement to park and facility property.

3. The amount of the reward relates to the dollar amount of the vandalism or stolen items. These reward amounts are the maximum amounts awarded per incident.

- $1 - $100 damage/stolen = $10 reward or $15 value of park district programs or services
- $101 - $500 damage/stolen = $20 reward or $30 value of park district programs or services
- $501 - $2,000 damage/stolen = $50 reward or $75 value of park district programs or services
- $2,001-$5,000 damage / stolen = $100 reward or $150 value of park district programs or services
- $5,001+ = reward will be determined by the Executive Director

Approval Date:		
Revision Date:	11/27/12	Bostrom/Giacalone
Review Date:	5/11/18	Under Review/Admin

DRB 3/19/13

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Ergonomic Procedure

1.102 Ergonomics

A. Designated appropriate staff will be identified at each facility to help identify work place hazards by conduction ergonomic assessments.

Bridges of Poplar Creek – GM of Golf Operations or designated representative.

The Club at Prairie Stone – GM of Operations or designated representative.

Willow Recreation Center – Facility Manager or designated representative

Triphahn Center – Superintendent of Human Resources/Risk Management or designated representative.

Parks Facility – Director of Parks or designated representative.

B. Identify workplace hazards to include areas for:
1. Forceful exertions (lifting, pinching, grasping, pushing, pulling, and carrying).
2. Postures (awkward or prolonged postures including bending or twisting at the neck and/or back, reaching overhead or below the knees, or performing tasks away from your body that require overreaching).
3. Contact Stress (Leaning on fixed objects such as kneeling, arms resting on the edge of the desk or using a hand or foot like a hammer to strike a fixed object).
4. Repetition (Performing the same motion or series of motions over and over).
5. Vibration (Use of tools that vibrate, such as a jackhammer or weed whip).

C. Once workplace hazards have been identified, reduce or eliminate those hazards by:
1. Forceful exertions
   a. Lifting: Raising or lowering objects to waist level; instruct staff on proper lifting techniques; implement 2-person lifts; use of mechanical devices.
   b. Push/Pull: Use of mechanical devices; train staff in use of devices.
   c. Carrying: Use of mechanical devices; train staff on use of devices.
2. Postures
   a. Train staff in proper mechanics; use of mechanical devices to bring work closer to body to include keyboards, keyboard trays, monitor stands, foot rests; rearrangement of work to eliminate awkward posture.
3. Contact Stress
   a. Use pads for tasks involving kneeling; proper use of tools instead of palms or feet like a hammer.
4. Repetition
   a. Automate process; incorporate job rotation into process; reversal of posture exercises following repetitive task.
5. Personal Protective Equipment (PPE)
   a. Implement use of PPE; repair/replace defective items.

D. Re-evaluation
1. Workplaces and tasks should be re-evaluated:
   a. Seasonally or annually for maintenance staff.

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Reviewed by Admin Staff and CT 9.2022

b. Annually for Admin/Office/Accounting and other office staff.
c. Annually for recreation staff (including golf staff).
d. With the hire of new staff.
e. With the re-assignment of staff to new tasks.

Supervisor enforcement as well as peer to peer reinforcement shall be an ongoing process

Employees will be cognizant of others either using the procedure correctly or if not, pointing out the correct method and stressing the importance of an injury free work place.

E. Additional Support
1. Attached – Appendix A Risk Factors
2. Attached – Appendix B Solutions Guide

Repeated violators of the Ergonomic Procedure will be issued a written training request and will comply with the procedure as stated below:

Please see Procedure 1.318 Written Training Request Procedure with regard to failure to adhere to this procedure.

Approval Date: ___2/15/14___________ __Dean R. Bostrom, Executive Director___________

Revised Date: ___8/01/19___________ _____________C.Talsma______________________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

APPENDIX A
GENERAL ERGONOMIC RISK FACTORS

The following are guidelines for activities that should be ***limited or restricted.***

Forceful exertions: lifting, pinching grasping, pushing, pulling, and carrying.

1. Lifting:

a. Lifting to or from below the knees.
b. Lifting to or above the shoulders.
c. Lifting an item that weighs more than 100 pounds.
d. Lifting an item that weighs between 50-100 pounds.
e. Lifting an item that is large or awkwardly shaped.

2. Push/Pull:

a. Pushing or pulling a heavy object without use of a cart, dolly, or other mechanical assistance.
b. Pushing or pulling a heavy object without use of a handle or secure handholds.

3. Carrying:

a. Carrying with one hand.
b. Two-hand carry for more than 25 feet.
c. Carrying performed more than five times a day.
d. Carrying performed while climbing on a ladder or other equipment.

Postures: awkward or prolonged postures, including bending or twisting at the neck and/or back, reaching overhead or below the knees, or performing tasks away from your body that requires overreaching.

1. Awkward Postures:

a. Prolonged bending at the waist.
b. Kneeling on one or both knees for prolonged periods of time.
c. Working with hands above shoulders for prolonged periods.
d. looking up or down for prolonged periods.
e. Working with the neck or trunk twisted for prolonged periods.
f. Working with the wrist in a bent position for prolonged periods.
g. Working with the arms extended for prolonged periods.

Contact Stress: leaning on fixed objects (kneeling, arms resting on the edge of the desk) or using a hand or foot like a hammer to strike a fixed object.

1. Contact Stress:

a. Palm of hand used like a hammer to strike a hard surface.

b. Sole of the foot used to strike a hard surface.
c. Knee or other body part used to strike a hard surface.
d. Kneeling (one or both knees) required on hard surfaces or tile.
e. Prolonged bending at the waist.
f. Kneeling on one or both knees for prolonged periods.

Repetition: performing the same motion, series of motions, over and over

1. Repetition:

a. Performing a task more than 100 times a day.
b. Performing a task between 50-99 times a day.
c. Performing a task between 25-50 times a day.
d. Performing a task between 1-24 times a day (heavy objects).

General Risk Factors: use of tools that vibrate, use of personal protection equipment.

1. General

a. Employees observed using required PPE while performing the task.
b. PPE items are in safe, usable condition.

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Reviewed by Admin Staff and CT 9.2022

APPENDIX B
GENERAL ERGONOMIC SOLUTION GUIDE

One can incorporate the following possible solutions into an action plan for addressing ergonomic concerns.

GENERAL SOLUTIONS:

1. Talk to employees – Brainstorm with engineers, maintenance personnel, managers, and employees to generate ideas.

2. Contact peers at other agencies – Other agencies may have addressed the same ergonomic issues, saving you time, money, and effort.

3. Review existing procedure, or create a new one, addressing safe performance of task.

4. Instruct employees in reversal-of-posture exercises.

5. Research equipment catalogs or call vendors for advice and options (Vendors may be able to package products in smaller loads or provide other products/options).

6. Purchase assistive devices to decrease loads on the body (dolly, hand-truck, cart, duffle bag on wheels).

7. Encourage mentoring with other employees.

8. Designate a task as a two-person job.

9. Consult with a PDRMA ergonomic expert.

   Accelerated Rehabilitation
   Contact: Diane Newquist
   Phone: 847 987-1627
   Email: dnewquist@acceleratedrehab.com

10. Modify tasks

11. Training – one on one training with employees, online training, group training session, peer to peer training.

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Reviewed by Admin Staff and CT 9.2022

  

ERGONOMIC WORKSTATION CHECKLIST
HOFFMAN ESTATES PARK DISTRICT

Work Station:

Inspector:

Date:

Yes	No	Working Posture	Comments
		Head and neck upright, in-line with torso?	
		Head, neck, and trunk face forward, not twisted?	
		Trunk perpendicular to the floor?	
		Shoulders and upper arms in-line with torso, perpendicular to the floor?	
		Upper arms and elbows close to the body?	
		Forearms, wrists, and hands straight in-line, 90 degrees to upper arm?	
		Wrist and hands straight, not bent left or right?	
		Thighs parallel to the floor, lower legs perpendicular to floor?	
		Feet resting flat on the floor or supported by foot rest?	

Yes **No** **Seating** **Comments**

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		Backrest provides support for lower back?	
		Seat width and depth accommodate specific user?	
		Seat front does not press against the back of knees?	
		Seat has cushioning and is rounded, no sharp edge?	
		Armrests support both forearms while performing computer functions?	
		Chair has wheels for easy movement?	

Yes	**No**	**Keyboard**	**Comments**
		Keyboard platform is stable and large enough to hold keyboard?	
		Mouse is located next to keyboard, no reaching?	
		Mouse is easy to handle, not to large or small for hand?	
		Wrist and hands not resting on sharp edges?	

Yes	**No**	**Monitor**	**Comments**
		Top of screen is at or below eye level?	
		Monitor distance allows reading without bending back or bending forward?	
		Monitor position is directly in front of user?	
		Glare is not reflected on the screen?	

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

		Contrast of monitor comfortable, not too bright or dark?	

Yes	No	Work Area	Comments
		Thighs have sufficient clearance space between top of the thighs and the computer table?	
		Legs and feet have sufficient clearance space?	
		Underside of desk not cluttered with processors, etc?	

Yes	No	General	Comments
		Workstation and equipment have sufficient adjustability so one is in a safe working posture and can make occasional changes in posture while performing tasks?	
		Computer workstation, components, and accessories are maintained in serviceable condition and function properly?	
		Computer tasks are organized in a way that allows one to vary tasks or take micro-breaks?	

ERGONOMIC ASSESSMENT CHECKLIST
HOFFMAN ESTATES PARK DISTRICT

Agency: Hoffman Estates Park District **Department:**

Job Task: **Job Location:**

Completed By: **Date:**

Observe the task and interview employees performing the task as needed to answer the questions below. Observe only one task at a time.

The checklist is a guide and is not meant to be all inclusive as to tasks in the workplace.

FORCEFUL EXERTIONS

Y	N	**LIFTING** (if no lifting is required, proceed to push/pull)
		Does the task require lifting to or from below the knees?
		Does the task require lifting to or from above the shoulders?
		Does the item weigh more than 100 lbs?
		Does the item weigh between 50-100 lbs?
		Does the item weigh less than 50 lbs?
		Does the item have handles?
		Is the item large or awkwardly shaped?
		Does staff demonstrate proper lifting techniques?
		Has staff been instructed in proper lifting?
Y	N	**PUSH/PULL** (if no pushing or pulling proceed to Awkward Posture)
		Can the employee use a cart, dolly or other mechanical assistance to move the item?
		If mechanical assistance is available, is it used?
		Does the item being pushed/pulled have a handle or handles?
		If mechanical devises are available are they in safe, working condition?
Y	N	**CARRYING**(if no carrying occurs, proceed to Awkward Posture)
		Does the task require carrying with one hand?

		Does the task require a two-hand carry for more than 25 feet?
		Is carrying performed more than 5 times a day?
		Is carrying performed while climbing on a ladder or other equipment?

POSTURES

Y	N	**AWKWARD POSTURES** (if Awkward Postures are not common, proceed to contact stress)
		Identify the Awkward Posture observed for this task from the list below.
		1. Prolonged bending at the waist
		2. Kneeling on one or both knees for prolonged periods
		3. Working with hands above shoulders for long periods
		4. Looking up or down for prolonged periods
		5. Working with the neck or trunk twisted for prolonged periods
		6. Working with the wrist in a bent position for prolonged periods
		7. Working with the arms extended for prolonged periods
		Have employees been instructed in reversal-of-posture exercises?

CONTACT STRESS (if contact stress is not common, proceed to Repetition)

		Is the palm of the hand used like a hammer to strike a hard surface?
		Is the sole of the foot used to strike a hard surface?
		Is the knee or other body part used to strike objects?
		Is kneeling (one or both knees) required on a hard surface like concrete or tile?

Y	N	**REPITITION** (if repetition is not involved, proceed to PPE)
		Is the task performed more than 100 times a day?

		Is the task performed between 50-99 times a day?
		Is the task performed 25-49 times per day?
		Is the task performed between 1-24 times per day?

Y	N	PERSONAL PROTECTIVE EQUIPMENT (PPE)
		Is there a policy on the use of PPE?
		Was/were the employee/employees utilizing PPE when the injury occurred?
		Would injury have occurred if PPE had been used?
		Are PPE items in safe, usable condition?
		Are all employees using PPE correctly?

Hoffman Estates Park District
Procedure for Renting/Borrowing Park District Equipment

1.104 Renting/Borrowing Park District Equipment

A. Renting/borrowing of Park District Equipment is not available for personal use and generally not advisable to Outside Districts, Cities, Villages and School Districts.

B. However, Outside Districts, Cities, Villages and School Districts may rent/ borrow Park District Equipment if determined necessary and must check availability of equipment with Director of Parks and Risk Management.

C. Outside Districts, Cities, Villages and School Districts must fill out Equipment Use Agreement form.

D. The Director of Parks and Risk Management is empowered to loan and/or borrow equipment when determined necessary and approved by the Executive Director.

E. The Director of Parks and Risk Management is also empowered to establish a fair and equitable rental rate on specialized pieces of equipment with the approval of the Executive Director.

F. Outside Districts, Cities, Villages and School District representatives must provide the Hoffman Estates Park District with a Certificate of Insurance reflecting comprehensive general liability coverage and specifically extending that coverage to the Hoffman Estates Park District as an additional insured.

G. Outside Districts, Cities, Villages and School District representatives must familiarize themselves with operations and safety of rented equipment prior to removal from Park District property.

Approval Date: ___4/2/13___ _________Dear R. Bostrom____________

Revision Date: _5/2018_____ _D. Hugen, Director of Parks and Facilities

DH 5/2018A

Reviewed by Admin Staff and CT 9.2022

COMMENT/CAUTION
Lending equipment is not generally advisable because the Agency cannot be fully protected from losses arising from its use by others. The borrower's representative or individual cannot release the legal rights of person(s) injured using borrowed (Agency's) equipment.

Equipment Use Agreement
Hoffman Estates Park District

This agreement is made and entered into on ____________ by and between the Hoffman Estates Park District and the _____________________________________ for the rental/borrowing of the following item:____.

THE __________________________________ IS SOLELY RESPONSIBLE FOR INSPECTING THE EQUIPMENT AND DETERMINING ITS APPROPRIATENESS AND SUITABILITY FOR ITS INTENDED USE. ____ IS FURTHER SOLELY RESPONSIBLE FOR ANY AND ALL REQUIRED OR RECOMMENDED ASSEMBLY, SAFETY EQUIPMENT, TRAINING, INSTRUCTION AND SUPERVISION ASSOCIATED WITH THE USE OF SAID EQUIPMENT.

It is expressly understood and agreed that the Hoffman Estates Park District is not providing supervision or instruction in the use of this equipment to the ___________________________. Further that the Hoffman Estates Park District has made no representations, expressed or implied, as to the suitability for use by the ____.

The ____ further agrees to indemnify and hold harmless and defend the Hoffman Estates Park District and its officers, agents, servants, and employees from any and all claims resulting from injuries, damages and losses arising out of, connected with, or in any way associated with the use of the golf utility carts.

The ____ also agrees to furnish the Hoffman Estates Park District with a certificate of insurance reflecting comprehensive general liability coverage and specifically extending that coverage to the Hoffman Estates Park District as an additional insured.

This agreement is entered into solely for the benefit of the parties hereto, and nothing in this agreement is intended, either expressly or implied, to provide any right or benefit of any kind whatsoever to any person or entity who is not a party to this agreement.

Description of Equipment: ____

Project to be used for/Charge:____

Company Name: ____

By: ____
Authorized Signature/Date

Approved by: ____
Director Parks/Date

____
Executive Director/Date

DH 5/2018A

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Program Guide Timeline & Responsibility Procedure

1.105 Program Guide Timeline & Responsibility Procedure

The Guide Brochure is created each season with joint efforts from all areas of the district to ensure correct representation of programs and events occurring within the district. Each season, the below process is followed to provide accurate information in the Guide Brochure sent out to families as well as in RecTrac and online WebTrac. Each season processes the same steps in roughly a six month rotation. All examples listed below are for the summer season.

A. On the first day of a season's schedule, the business department will put the previous year's season to history.
    a. Example: During the summer season schedule, on November 1st, 2019, the business department puts the summer 2019 season to history.
B. Program managers will have between 2 to 3 months depending on the season to update their programs with the new season's information under Section Management in RecTrac.
    a. Example: November 4^{th}, 2019 through February 18^{th}, 2020.
C. Approximately a week before the RecTrac deadline, all new programs being offered for the season will be due to the Business Department. New Independent Contractor agreements are also due at this time to HR.
    a. Example: February 7^{th} 2020.
D. Inputting of RecTrac information will be due to C&M by noon. Also due at this time is all events that don't appear in RecTrac and programs going through the new program approval process if programs have not yet been approved.
    a. Example: February 18^{th} 2020.
E. Roughly three days later C&M releases the first text draft in a Word document.
    a. Example: February 21^{st}, 2020.
F. Program managers will have roughly 4 business days to make all corrections to the word document put on the shared drive by C&M. If items need to be changed in RecTrac, program managers make changes there as well.
    a. Example: February 21^{st} through February 27^{th}, 2020.
G. C&M has three business days to develop the second draft, which is the first design draft.
    a. Example: February 28^{th} to March 9^{th}, 2020.
H. The first design draft is emailed to program managers by C&M through Proof HQ. Program managers make revisions through the Proof HQ program. If items need to be changed in RecTrac, program managers make changes there as well. Revisions are due back to C&M on the last day at noon.

a. Example: March 10th through March 13th, 2020.

I. The business department runs an Activity Reservation Conflict Report and emails it to all program managers and superintendents. Program managers make changes to their rooms in RecTrac if conflicts arise.
   a. Example: March 10th, 2020.

J. All Sponsorship needs/requests are due to the Sponsorship & Marketing Manager.
   a. Example: March 13th, 2020.

K. For around five business days, C&M develops the final Design draft.
   a. Example: March 15th through March 19th, 2020.

L. The final Design draft is emailed to program managers by C&M through Proof HQ. Program managers will have a week to use the link emailed by C&M through the Proof HQ program to make all corrections. If items need to be changed in RecTrac, program managers make changes there as well. If no changes are necessary to the final draft, an approval email is sent by program managers to C&M. All revisions are due to C&M by 12:00pm.
   a. Example: March 23rd through March 26th, 2020.

M. The business department runs a second Activity Reservation Conflict Report and emails it to all program managers & superintendents. Program Managers make changes to their rooms in RecTrac if conflicts arise.
   a. Example: March 26th, 2020.

N. One week later, C&M sends the final edited file to print. The business department facilitates the room reservations.
   a. Example: April 1st, 2020.

O. Between two and three weeks later, the printed Guide Brochures are delivered to the mail house.
   a. Example: April 22nd, 2020.

P. The Guide Brochure is delivered in homes and registration begins.
   a. Example: April 23rd through April 26th, 2020.

Q. Approximately a week later, the business department uploads the program information from RecTrac to the web for use in WebTrac registration. All registration for the season begins at 8:00am.
   a. Example: April 29th, 2020.

R. Approximately six weeks later, the programs begin running.
   a. Example: The first week of June.

S. Note: should any of the dates detailed above fall on a weekend of holiday for that season, the item will be completed on the next business day.

T. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____4/25/13_______ _Craig Talsma/Dean Bostrom____________

Revision Date: ____12/01/2017____ ___D.Bostrom/C.Talsma_______________

Revision Date: _______8/01/19____ ___________C.Talsma_________________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Internship

1.106 Internship at the Hoffman Estates Park District:

A. When a student or individual has contacted appropriate staff at the Hoffman Estates Park District and expressed an interest in an internship with the district; and when that staff member has confirmed the student's or individual's initial credibility for an internship

   a. Have student or individual fill out an Application Form indicating their interest in and internship
   b. Have student or individual fill out an Authorization for Background Check
   c. Provide both forms to the Human Resource Department for processing and Department/District approval of the internship
   d. The following manual has been designed to recruit and prepare students who are interested in experiencing an internship with the Hoffman Estates Park District (HEPD) for a career in recreation or fitness. The goal of this manual is to provide the individual(s) with answers and/or information as it relates to the basic operations of the district. It will also inform the candidate of the responsibilities relating to their internship.

      i. Purpose and Philosophy
      ii. District Mission and I2 CARE Values
      iii. Internship Program
      iv. Possible Experiences
      v. Assignments and Projects
      vi. General Information
      vii. Mid-Term Evaluation
      viii. Final Evaluation

B. The Hoffman Estates Park District will work with local, state and national accredited and non-accredited universities/colleges to actively recruit and obtain qualified individuals to participate in the various internship opportunities at the district.

Approval Date:____4/26/13_____Dean R Bostrom Executive Director

Revision Date:____2/12/14______Dean R. Bostrom. Executive Director____

DRB 2/12/14

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT

INTERNSHIP MANUAL

Hoffman Estates Park District
1685 W. Higgins Rd.
Hoffman Estates, IL 60169
847-885-7500
www.heparks.org

DRB 2/12/14

Reviewed by Admin Staff and CT 9.2022

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PURPOSE

This manual has been designed to prepare students who are interested in experiencing an internship at the Hoffman Estates Park District for a career in recreation and/or fitness. We hope this manual can provide you with answers to some of your basic questions, as well as inform you of your responsibilities relating to your internship.

We are aware that each college's internship program varies in requirements. Therefore, each student's intern experience will be dealt with on an individual basis. Please keep in mind that some aspects of our internship expectations will remain unaltered regardless of which college you represent.

We are happy to have you with us and we will cooperate in any way possible to make this a worthwhile, rewarding experience for you. We invite your interest, creativity, and enthusiasm. There are so many opportunities for you to learn and grow during your internship. Take the initiative and pursue your goals. Your time to experience and learn is now!

PHILOSOPHY

The basic goal of the Hoffman Estates Park District is to provide parks, facilities, recreation program and leisure services that meet the expectations of the residents of Hoffman Estates. This goal can be best accomplished by providing a broad range of programs serving all age groups and maintaining flexibility to serve persons with different interests in each age group.

MISSION STATEMENT

The mission of the Hoffman Estates Park District is to enhance the quality of life of our residents and guests by providing first class parks, facilities, programs and services through environmentally and fiscally responsible management practices.

VALUES

Innovation
We believe that creativity and innovation are at the heart of a leading organization and encourage new ideas and concepts. We embrace changes that improve the District and constantly strive to provide quality experiences for our residents and guests.

Integrity
We place a high value on honesty, integrity and fairness in all actions, decisions and encounters. We promote honest and open communications, internally and externally, and place a high value on earning people's trust.

Cooperation
We recognize that through teamwork and cooperation our organization achieves success. We are dedicated to a cooperative effort and value public and individual input within our organization, other public agencies, the private sector, and our residents and guests.

Accountability
We are committed to safeguarding our resources and using them in an environmentally and fiscally responsible manner. We are accountable for our actions to the community, our residents, guests and ourselves.

Respect
We have an appreciation and awareness of diverse interests and concerns, and address those needs with respect and consideration. We provide opportunities for all people without discrimination.

Excellence
As a leader in our industry, we are committed to providing quality parks, facilities, programs and services that meet or exceed the expectations of our residents and guests. We strive to hire, train and empower employees capable of providing quality leadership and ensuring customer satisfaction.

THE INTERNSHIP PROGRAM

It is the belief of the staff of Hoffman Estates Park District that the practicum experience for each student should be comprehensive including all aspects of parks and recreation, but at the same time geared to each individual student's needs and areas of interest. We believe this type of approach will not only benefit the student in terms of practical education, but also aid the Park District in continuing to provide the necessary services to the community.

To enable us to plan the best possible program for each student, we ask that each incoming fieldwork student prepare his/her own evaluation to better determine specific needs to be met by the practicum experience. This evaluation should be given careful consideration and submitted to the Intern Supervisor within the initial orientation process of the student's fieldwork. General topics that might be considered are:

- Administration/Supervision
- Budget or Fiscal Management
- Personnel Management
- Facility Management/Operations
- Fitness Management/Programming
- Recreation Programming
- Planning
- Public Relations and Marketing
- Park Boards and/or Commissions
- Park Maintenance
- Other

Within the evaluation process, assess your strengths and weaknesses in these areas and determine which you feel need special emphasis. Please keep in mind specific experiences or opportunities that you believe will help you maximize your growth opportunity in the various areas and list these. Also, please indicate what area of the park and recreation field you are interested in making a career of and all immediate goals you have formulated toward this end.

POSSIBLE EXPERIENCES

It is believed every practicum student should have the opportunities to work in many different areas of the Park District.

Listed below are some experiences believed to be important. In deciding upon your areas of emphasis and in completing your initial and mid-term evaluation, please keep these in mind:

1. Program Development, including:
    - Athletic Programming
    - School-age programming
    - Early Childhood programming
    - 50+ Club programming
    - Special event programming
    - Creating and implementing new programs
2. Facility management & program development, including:
    - Fitness facility management & fitness programming
    - Fitness membership sales, member retention, and customer service
    - Personal training and exercise program design
    - Aquatic facility management & aquatic programming
    - Facility reservations & rentals
    - Front desk operations and facility services
3. Financial Operations, including:
    - Ordering supplies and equipment
    - Budget development
    - Making a bid proposal
    - General overview of bonds & levies
4. Administration
    - Interviewing and hiring of personnel
    - Learning the registration process
    - Operating office machines and computers
5. Communications & Marketing
    - Writing press releases and flyers
    - Event photography
    - Developing promotional materials
6. Attend staff meetings and board meetings
7. Visit other park districts/facilities, compare operations and evaluate different ideas.

ASSIGNMENTS

Student interns at the Hoffman Estates Park District will be required to attend the following meetings and complete the following assignments:

1. Recreation and facilities department staff meetings
2. General staff and department meetings
3. HEPD board meeting and committee meetings
4. Internship orientation process - includes scheduled facility site visits and diverse experiences at multiple park district facilities, events, and programs
5. Intern review – the Internship Supervisor and student will review reports and progress on a weekly basis
6. Under with guidance of the Internship Supervisor, complete initial internship evaluation/ goal setting, design and complete a weekly schedule, and complete mid-term and final evaluation forms
7. Complete all university internship assignments and requirements

Dependent upon area of internship concentration, participation in the following may be required:

1. Attend one Suburban Park and Recreation Association (SPRA)
2. Attend Illinois Park and Recreation Association (IPRA) Committee meetings
3. Attend a Northwest Special Recreation Association (NWSRA) programming meeting and/or meet with the NWSRA inclusion coordinator
4. Attend the Illinois Parks and Recreation Association Conference
5. Attend Safety Committee meetings
6. Attend a fitness industry related conference, meeting, or seminar

PROJECTS

In consultation with the Internship Supervisor, special projects will be discussed and completed during the course of the internship.

GENERAL INFORMATION

1. **Working Hours**

   Interns will work the hours necessary to get his/her job successfully completed. A schedule will be determined according to the individual's specific assignments. Hours may include evenings and weekends. Dependent upon university requirements, 40-hours per week may be expected.

2. **Lunch**

   Interns, as with employees, are allowed one hour each day for lunch. The time of day is flexible according to the schedule.

3. **Attire**

   Professional attire is expected on a daily basis. Occasionally other types of apparel are appropriate due to varying duties. Attire must abide by professional appearance standards and must be approved by Internship Supervisor.

4. **Illness**

   An intern's direct supervisor and Internship Supervisor should be notified as soon as possible when the intern is to take a sick day.

5. **Compensation**

   At times the Hoffman Estates Park District is able to pay student interns. This topic should be discussed during the interview process.

6. **Housing**

   The Hoffman Estates Park District does not provide housing for their interns.

7. **Desk and Supplies**

   The Hoffman Estates Park District will provide the intern with a work area and the supplies necessary to complete assignments.

8. **Potential Concerns with Supervisor**

   In case of a concern with the supervisor, it is the intern's privilege to take the matter up with the next highest administrator, provided the immediate supervisor is informed.

9. Use of Facilities

Hoffman Estates Park District supplies, equipment and facilities are to be used for Park District purposes only. Interns will receive a staff pass during their field experience.

10. Insurance

You are insured against injury or lawsuit in addition to Workman's Compensation. You are covered by General Liability Insurance.

11. Responsibilities

Your first responsibility is to see that your assignments are carried out to the very best of your ability. Second, use your initiative and get involved in finding out as much as possible from every person in the Park District. Everyone will be happy to help you. More specific responsibilities are listed in the Manual and will be discussed with your supervisor.

12. Transportation

You are to provide transportation to and from work. If you are traveling between park district facilities, you can request the use of one of the HEPD vehicles. A drivers abstract and driver safety test must be completed before you drive an HEPD vehicle. While driving a vehicle, you must follow all road safety rules. Using a cell phone while driving is prohibited.

13. Social Networking

If you choose to identify yourself as Hoffman Estates Park District Employee or to discuss matters related to our agency, staff or patrons on your website, please bear in mind that, although you and Hoffman Estates Park District view your website as a personal project and a medium of personal expression, some readers may nonetheless view you as a de facto spokesperson for the Park District. Social media websites should not be used as a way to gossip about staff and patrons. Profiles need to remain private.

14. Program Evaluations

You will prepare a written evaluation report for the files on every program you are involved with.

15. Evaluations

The number of written reports you will need to complete for your university is dependent upon your internship requirements. If your school requires a weekly report, copies should be submitted to college, as well as the HEPD Internship Supervisor. For the purpose of assessing your internship experience, you will be required to complete a mid-term and final evaluation. In additional your work throughout the internship will be evaluated by the HEPD Internship Supervisor and your direct supervisor. Evaluations are based on your performance, attitude, cooperation, initiative and professional personality.

16. Supplemental Information

Additional information regarding district structure, policies, procedures, and internship guidelines will be provided by the Internship Supervisor or the direct supervisor overseeing the internship experience.

17. Park District Hours

The Park District Administrative Office and Registration Office is open from 8:30am until 4:30pm Monday through Friday.

The Triphahn Community Center and Ice Arena is open Monday - Saturday from 5:15am until 10:30pm, and Sunday from 6:00am until 10:30pm

Willow Recreation Center is open Monday through Friday from 6:00am until 10:00pm, Saturday from 6:00am until 7:00pm and Sunday from 7:00am until 5:00pm.

Prairie Stone Sports & Wellness Center is open Monday through Thursday from 5:00am until 12:00am, Friday from 5:00am-11:00pm, and Saturday and Sunday from 6:00am until 10:00pm.

For additional information regarding potential seasonal fluctuations in facility hours, resource: www.heparks.org

HOFFMAN ESTATES PARK DISTRICT
STUDENT MIDTERM EVALUATION
OF INTERNSHIP PROGRAM

Student: ______________________________ Date: ___________

Semester: Fall __ Winter __ Spring __ Summer __ Year_____

This evaluation form is used solely for the purpose of providing information valuable in decisions regarding field placement program modification, revision, and improvements. Therefore, we ask that you be as truthful and specific as possible. Thank you for your input.

1. In general, do you feel satisfied with your internship experience? Why? Why not?

2. Do you feel you are making satisfactory progress in the attainment of goals and objectives outlined in your work plan? Why? Why not?

3. Suggest how your internship experience could be altered in order to help you achieve your goals more effectively.

4. List things that you can do to better fulfill your goals and objectives more effectively.

    a.

    b.

    c.

    d.

    e.

5. List things that the agency can do to assist you in fulfilling your goals more effectively.

    a.

    b.

    c.

    d.

    e.

6. What would you like to emphasize during the second half of your internship?

7. General comments:

HOFFMAN ESTATES PARK DISTRICT
FIELD STUDENT FINAL EVALUATION

Name:____

Internship-Season/Year: _________________________________

Date:____

1. Was this experience what you expected? Explain.

2. Was this experience meeting your needs? Explain.

3. Was help and supervision you received adequate?

4. What contributions did you make to the agency?

5. How could Hoffman Estates Park District have made your experience more meaningful? What could you have done to make it so?

6. Are there any areas which could have been given additional emphasis during your orientation process at the Hoffman Estates Park District?

7. What background experience do you think you should have had prior to your internship?

8. What could be done to improve Hoffman Estates Park District's intern program?

9. What knowledge have you gained to better prepare you as a professional in the field of Park and Recreation and/or the Fitness Industry?

10. General comments:

HOFFMAN ESTATES PARK DISTRICT

Procedure for Succession Planning

1.107 Succession Plan:

Succession planning is a process for identifying and developing internal employees to fill the key leadership roles for the park district. By managing the top talent of the district currently in our key roles we will be in a better position to manage future change from the retirement or vacancy of any key position. Succession planning is a process whereby our organization may ensure that we have employees that have been recruited and developed in order to fill each key role within our district.

Our district's succession procedure allows for the immediate replacement of any key individual for either an interim basis that may be caused by brief periods of absenteeism or for the long term permanent replacement. Utilizing a carefully thought out succession plan allows for the district to always continue to operate efficiently and effectively without any district downtime or extended learning curves when a key position is filled.

Utilizing succession planning allows the district to recruit and retrain superior employees, develop their skills, knowledge and abilities, and prepare them for advancement within the district to greater challenging roles and personal growth. In this manner employees are continually developed to meet greater responsibilities for the district and in turn provide employee commitment and retention, meet the career expectations of current employees and minimize the difficulty and expense of recruiting external employees.

The district's primary components of our plan include:

1. Identifying the district's key positions along with those individuals with the potential to assume the greater responsibility for filling those positions.
2. Providing the needed training and experiences so those internal individuals will be prepared to fill those positions when available.
3. Ensuring the support of management to develop these new leaders within the district.

Utilizing the district's chain of command procedure, the key positions are the Executive Director, each division director, and the next in command for each division director. These positions comprise the leadership of our district and are the positions that internal staff should be develop to potentially assume the next level of responsibility when one of these top positions is vacated.

Part of this procedure is to always maintain awareness for any individual planning for retirement within the next five years, especially in one of the key positions. By utilizing the age of the employee and the years vested in our Illinois Retirement Fund plan (IMRF) potential retiring individuals can be identified that are vested and that will be between the ages of 55 and 62.

Any key employee that is identified as a potential retiree is asked if they have set a date for their retirement. All other key individuals shall have a responsibility of letting their direct supervisor know if they have set plans on leaving the district permanently or for any duration of time. Individuals identified as potentially leaving the district have a responsibility to train and prepare their next in command to potentially fill their position.

Any individual identified as potentially leaving the district shall fill out a job analysis questionnaire to help management determine if any changes or adjustments should be made to the current job description prior to the replacement of the individual.

Part of the initial determination if the individual can succeed the key person is to ensure all basic requirements for the key position, such as education and years of experience, are met. If the minimum requirements can be fulfilled then the district will take a proactive role in training the subordinate into becoming the internal candidate to succeed to that key role.

At all times it is managements responsibility to identify key people that will be leaving and then working to ensure the next employee that has been identified within the chain of command structure can be properly trained, taught through shared experience and mentorship, and professional growth outside of the district to ensure a smooth transition to allow that new individual to be promoted to the leadership key role currently above them.

It is also the employee seeking promotion to ensure that they maintain proper education, training and professional growth to one day enable them to fulfill the next level's position within the district should the opportunity due to vacancy present itself.

Approval Date: <u>May 6, 2013</u> <u>Dean R. Bostrom, Executive Director</u>

Revisions Date: <u>May 6, 2017</u> <u>Dean R. Bostrom, Executive Director</u>

Reviewed: DRB 5/6/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Disposal of Spent Florescent Bulbs using the Air Cycle Bulb Eater and Recycling of Used Batteries

1.108 Disposal of Fluorescent Bulbs Using the Air Cycle Bulb Eater and Recycling of Used Batteries.

The Hoffman Estates Park District is committed to good stewardship of the environment and the safety of its employees. This procedure centers on disposal of fluorescent light bulbs using the Air Cycle Bulb Eater located at the Parks Maintenance Facility.

Fluorescent Light Bulbs contain many different components and materials, but the only one that is toxic is mercury. Each lamp typically contains 10-20 mg of mercury, some of which is evaporated. However, other components and materials of the lamp, such as glass or powdered phosphors, can be contaminated by the mercury during the life of the lamp.

The Bulb Eater vacuums in bulbs through air tubes and removes virtually all airborne powder and mercury vapor while crushing a lamp (over 99%). The Bulb Eater filters the powder in two stages, with a bag filter and a High Efficiency Particulate Arrestor (HEPA) filter. The first stage bag filter removes 99% of the dust and larger particles from the air. The second stage HEPA filters out the remaining small particles. The HEPA has been shown to capture at least 99.97% of the powder with particle sizes of 0.3 microns or greater. The Bulb Eater filters mercury-containing vapors through a filter of activated carbon specially formulated with sulfur. This carbon filter converts mercury vapors into a mineral, allowing the vapor to be bound into the carbon bed.

We use batteries to run everything from flashlights to cars. But getting rid of a used-up battery can pose a problem. Because they contain various hazardous materials, including heavy metals and acids, batteries can cause serious environmental harm if not discarded properly. Batteries of different types need to be disposed of in appropriate recycling facilities, hazardous waste facilities, or at designated drop-off sites in your community. Be sure to properly store and care for used batteries before you dispose of them to minimize the risk of fire and dangerous chemical leaks.

A. Collecting and Transporting Bulbs and Batteries

Maintenance personnel in each District facility will collect the spent bulbs throughout their facility as needed and place them their original packaging boxes. Label each box as spent bulbs. When each box is full, seal the box and either take it to or call for a pick-up from the Parks Division for crushing using the Bulb Eater equipment. Collected bulbs should not be stored in boxes for more than 24 hours at the Parks Services Facility prior to crushing them in the Bulb Eater unit.

Whenever possible spent bulbs should be stored in the container they were originally delivered in. The packing cardboard will ensure safety of the bulbs from breakage during transport. All boxes should be tightly secured during transport.

Maintenance personnel in each District facility will collect the spent batteries throughout their facility as needed and place them in specified boxes for recycling/disposal. Some states or municipalities still require that alkaline batteries be treated as hazardous waste. In these cases, the batteries must be recycled or dropped off at a designated

facility. Car batteries contain lead acid and cannot be disposed of in the trash or tossed in with your recycling. Appropriate retailers accept dead or used car batteries. Lithium-ion batteries can be recycled at a recycling center or hazardous waste collection site, or donated to refurbishers and recyclers. Button (hearing aids and watches, and contains mercuric oxide, lithium, silver oxide, or zinc-air) batteries are considered hazardous materials and must be brought to a household hazardous waste collection site for proper handling. Button batteries contain extremely toxic materials, and should never be disposed of in the trash.

B. Bulb Eater Operation

The Bulb Eater has different tubes to switch out to crush different size lamps. It will crush CFL's, T5's (1/2"), T8's (3/4"), and T12's (1"), of any length. Because of possible lamp breakage outside the drum, suitable eye protection and protective gloves must be worn at all times while the machine is in operation. Also, wearing steel-toed safety shoes and overalls is recommended when changing out drums or moving full drums around for storage or pick-up. Full drums can weigh over 500 pounds so care must be taken and proper equipment used in moving full drums.

Before using the machine it is extremely important for all operators to review and understand all instructions and safety precautions offered by the supervisor. As a part of staying compliant with EPA and OSHA regulations it is recommended that any operator crush no more than one full drum of lamps per 8-hour work shift in a well-ventilated work area.

C. Bulb Eater Filter Change

1st Stage Filter changed **twice every full drum** of crushed lamps
2nd Stage HEPA Filter changed at least **once every 10 drums** of crushed lamps

1. Confirm that the Bulb Eater is clearly "off" and not operating.
2. The operator must wear the following personal protective equipment when changing any of the two Bulb Eater filters:
   a. Safety glasses or protective goggles
   b. Gloves

**** Note that spent filters must NEVER be unattended. Spent filters must either remain in the blue filter case attached to the unit, be sealed in the drum of crushed lamps, or bagged (i.e. ziplock) to avoid mercury release. DO NOT DISPOSE OF FILTERS IN THE TRASH****

D. Replacing the 1st Stage filter:

1. Locate the right-hand door on the blue filter case of the Bulb Eater.
2. Remove black nozzle from blue door and immediately cap the end of the black nozzle to prevent dust from falling to the floor.
3. Press the yellow label marked **PUSH** on the far most right edge of the curved blue filter case to open the filter case door.
4. Carefully remove the door from the blue filter case.
5. Immediately place a circular white label from your Bulb Eater filter kit over the center hole on the front of the 1st Stage filter. This prevents mercury-laden dust from escaping during the change-out process.
6. Once the entry hole to the 1st Stage filter is safely covered with the white label, grab each side of the brown cardboard front of the filter with both hands.

7. Carefully pull the 1st Stage filter slowly out of the blue filter case and place it on top of the crushed glass within the drum for disposal. *Avoid compression of the filter to minimize the release of mercury-laden dust.*
8. Insert a new filter into the filter case, making sure the cardboard “front” is securely in place and the bag portion of the filter is unfolded and beside the cartridge, not rolled up in front of the cartridge.
9. Replace the blue door and verify that it is latched.

E. Replacing the 2nd Stage HEPA filter:

1. Follow steps 1 through 7 above.
2. Locate the 2nd Stage filter in the middle of the blue case.
3. Rotate the filter a quarter turn to the left (counter-clockwise).
4. Once the HEPA cartridge is free, carefully remove it from the blue filter case and place it in the full drum along with the crushed lamps and 1st Stage filters for disposal.
5. Replace both filters and replace the blue door, verifying that the door is secure.

WARNING! Only lamps and filters (placed on top of the crushed glass) can be inside the drum! No extraneous materials or liquids! Do NOT place filters anywhere inside the drum other than on top of crushed lamps.

F. Full Drum Disposal

When a drum is full let the machine sit “off” for at least 15 minutes before opening the lid. This allows for dust to settle inside the drum. Once the Bulb Eater is removed from the top of the drum it is strongly recommended that the drum be resealed as quickly as possible to minimize potential release of remaining mercury vapors, however small, inside the drum.

Contact Air Cycle at 800.909.9709 or www.aircycle.com/services to schedule a pick-up and barrel switch out.

G. Clean Up of Broken Bulbs

See Procedure **1.085 -** Clean Up and Disposal of Broken Florescent Light Bulbs for further clean- up information.

H. General Information

1. If the Bulb Eater appears to be running with low suction or is overheating this could be an indication that the first or second stage filter may need changed.
2. Lamps break regularly in the entry tube.
    a. Do not force lamps down the tube. Vacuum suction should be sufficient to pull the lamps into the machine.
    b. If you are crushing lamps with significantly blackened ends, feed the blackened ends first. These portions are slightly weaker and more prone to breakage.
    c. Crushing lamps that have been previously taped together can result in buildup of adhesive in the entry tubes and cause breakage. Remove the entry tube and clean the inside with a rag soaked in an appropriate solvent like paint thinner.

800.909.9709 – Bulb Eater Help Line

Approval Date:	5/23/13	D. Bostrom, Executive Director
Reviewed:	9/2016	Dean Bostrom, Executive Director
Reviewed:	4/11/18	CTalsma, Executive Director

Hoffman Estates Park District
Recycling Policy

1.109 Recycling

The Hoffman Estates Park District is committed to good stewardship of the environment. A key element of that stewardship is the reduction of the amount of solid waste we send to landfills. Solid waste landfills have negative long-range environmental impacts and have a limited capacity to accept the large quantities of waste generated by our society. The Park District will make every effort to reduce the amount of solid waste generated by our facilities. Of the four methods standard in waste reduction - source reduction, reuse of materials, recycling, and purchase of recycled materials, this procedure centers on recycling. All employees of the Hoffman Estates Park District are responsible for separating identified recyclable materials and placing them in appropriate recycling containers.

A. Park Maintenance

- All office work stations are provided with a trash container and a labeled recycling container.
- Common office work areas, meeting room, and lunchroom are provided with a trash container and a labeled recycling container.
- In vehicle parking bay, construction work area, vehicle maintenance area, and large storage room large cans have a distinct designation for recyclables and non-recyclables.

B. Park District Parks

- All parks are provided with a trash container and a labeled recycling container. Number of containers will be determined depending on the size of the park and the amenities it provides.

C. Triphahn Community Center & Ice Arena

- All office work stations are provided with a trash container and a labeled recycling container.
- Common office work areas, Senior Center, classrooms, meeting rooms, and common Community Center and Ice areas are provided with trash containers and labeled recycling containers.

D. Prairie Stone Sports and Wellness Center

- All office work stations are provided with a trash container and a labeled recycling container.
- Common office work areas, classrooms, meeting rooms, gyms tennis courts and common areas are provided with trash containers and labeled recycling containers.

E. Willow Recreation Center

- All office work stations are provided with a trash container and a labeled recycling container.
- Common office work areas, classrooms, meeting rooms, and common areas are provided with trash containers and labeled recycling containers.

Reviewed CT 4/11/18
Reviewed by Admin Staff and CT 9.2022

F. **Vogelei Barn and House**

- Trash containers and labeled recycling containers are provided throughout buildings.

G. **Seascape**

- Trash containers and labeled recycling containers provided in all common areas, locker rooms, offices, vending machines, and concession area.

H. **Bridges Poplar Creek Country Club**

- Trash containers and labeled recycling containers provided in all clubhouse offices, pro shop, and public areas, Kitchen facilities as well as bar area.
- The Golf Course has a trash container and labeled recycling container at each tee box and are available coming off the ninth and eighteenth green.
- Maintenance Facility - Trash containers and labeled recycling containers are available throughout the facility.

I. **Kitchen areas**

- **All products purchased for kitchen use must be recyclable. Styrofoam products, throw-away plastics and non-recyclable paper are not to be purchased or stored in the kitchen.**
- **Reusable grocery bags are to be used when purchasing food or kitchen supplies.**
- **Staff is to bring their own reusable items including plates, cups and silverware.**

J. **Ink-Jet, Laser or Toner Cartridges**

- **When staff receives a replacement printer or toner cartridge, they shall exercise care in removing it from its original packaging.**
- **All empty Ink-Jet, Laser and Toner cartridges should be repacked in its original box and sent to a recycling center. Contact IT Manager or Admin Staff in charge of Office Supplies for specific vendors (presently office supply vendor has recycling program for these products).**

K. **Reusable Bags for Supply Purchase**

- **The District will provide 10 reusable bags to each division. Team members will utilize reusable bags when purchasing items for supply needs.**
- **The District will not purchase disposable plastic bags for resale or use in district sponsored events.**
- **HEPD team members will encourage the various affiliated organizations that utilize District facilities, services and amenities, to utilize reusable bags for carrying supplies.**
- **HEPD associates will work with the vending and concession companies to limit the usage of carrying supplies with disposable plastic bags.**
- **HEPD will work to educate the Hoffman Estates community on the importance of reducing the utilization of disposable plastic bags and the need to utilize reusable bags for supply transportation.**
- **The reusable bags will be kept in a secure and dry location within each facility for easy access for all associates.**

- **It is the responsibility of that division to maintain the 10 bag inventory and/or replace bags as needed.**

L. Disposable Bottled Water Usage

- **The District will only provide water coolers at all HEPD programs, events, meetings and services.**
- **No District developed program, event, meeting or service will provide disposable plastic water bottles to their participants.**
- **The District will not purchase disposable plastic water bottles for resale or use in district sponsored events.**
- **All HEPD full time and permanent part time team members will be provided with a reusable company plastic water bottle, to encourage the reduction of plastic bottle usage within the District's boundaries.**
- **HEPD team members will encourage the various affiliated organizations that utilize District, facilities, services and amenities to utilize reusable bottled water containers.**
- **HEPD associates will work with the vending and concession companies to limit the sale of disposable plastic water bottles as a consumer product.**
- **HEPD will work to educate the Hoffman Estates community on the importance of reducing the utilization of disposable plastic water bottles and the need to utilize reusable water bottle containers.**

L. **Trash collectors** in the parks and at all facilities will be responsible for keeping trash and approved recyclable materials apart and placing them in the correct bulk container located at their respective facility. Trash collected in the parks and at the Vogelei buildings will be brought to the bulk recycling containers at the Maintenance Facility.

M. **Light bulbs of all types and batteries** from all facilities are brought to the maintenance facility where **fluorescent bulbs are disposed of using the Air Cycle Bulb Eater (Procedure 1.108) and batteries** are delivered to an alternate vendor for recycling.

N. **Scrap metal** from all facilities is brought to the maintenance facility where it is either reused in various fabrication projects, or delivered to the scrap metal recycling center.

O. **Landscape waste** generated through the Parks operation will be brought directly to a recycling/composting vendor, logs generated through tree trimming will be cut into 18 inch lengths and offered to the community as free fire wood.

P. **The approved contracted waste hauler** for the Park District, will empty recyclable bins once a week unless a special pick-up is arranged beforehand. The waste hauler has designated what they consider recyclable and non-recyclable items. The lists that appear on the following page are subject to change as different manufacturing practices come into play and federal restrictions tighten or loosen with time:

Q. **Recyclable materials include:**

1. Aluminum Cans
2. Brown Paper Bags
3. Corrugated Cardboard
4. Catalogs, Magazines, Phone books
5. Chipboard (cereal boxes, shoe boxes. etc)
6. Colored Paper
7. Computer Paper
8. Envelopes
9. Glass Bottles and Jars
10. Newspapers and Junk Mail
11. Plastic Bottles and Jugs up to and including #5 plastics.
12. Tin and Steel Cans
13. Empty Aerosol Cans
14. White Ledger Paper
15. Light Bulbs all types

R. **Items Not Recyclable:**

1. Plastic bags
2. Tubs, Pails, or Buckets
3. Food Waste
4. Food Service Items: cups or plates
5. Napkins, Paper Towels
6. Aluminum Foil or Pie Plates
7. Tissue or Gift Wrap
8. Medical Supplies
9. Newspapers in Plastic Bags
10. Blankets, Towels, Pillows
11. Kitchen Utensils
12. Window Glass or Ceramics
13. Clothing or Shoes
14. Diapers
15. Appliances
16. Furniture
17. Toys
18. Styrofoam or Packing Peanuts
19. Auto Parts
20. Electronics
21. Tarps, Hoses
22. Construction Material
23. Books, Photographic Paper, Tapes, CDs

Many of the above **Not Recyclable** items although not recyclable through our waste hauler can be recycled through alternate outlets such as garage sales, second hand stores, or by simply passing them along to others. Every effort should be made to keep material out of land fills.

Approval Date:	5/22/13	D. Bostrom, Executive Director
Review/Revision Date:	9/2016	D. Bostrom, Executive Director
Review Date:	4/10/18	C.Talsma, Executive Director

Hoffman Estates Park District
Procedure for Security Plan

1.110 Security Plan

The Hoffman Estates Park District (HEPD) Security Plan is in place to ensure the safety of district employees and the protection of district property. The purpose of the plan is to inform employees of security procedures and to emphasize each employee's role in providing that security.

Before an emergency occurs, it is the job of HEPD employees to familiarize themselves with the Security Plan and all the facilities it pertains to.

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A. Building Alarm Systems

Certain buildings and facilities have a security alarm system which is monitored by audio video security. Motion Detectors are located in several areas of the building to detect any type of physical movement. If an alarm is set off, the alarm company contacts HEPD staff and then the Hoffman Estates Police Department if needed. If district staff does not respond, the alarm company will immediately contact the police.

B. Building Doors

All the buildings in the district system should be locked at the close of each day. Manager on Duty (MOD) team members still in the building should leave through the back doors, or lock the front door back upon leaving. Prior to leaving, the MOD should complete a facility walk through and fill out the closing checklist, and if he or she is the last person, he or she should set the alarm and lock the front door. Authorized personnel working in the offices during the weekend or after normal work hours should keep the doors locked to discourage unauthorized people from entering the buildings.

During the daytime and weekend work hours, all operations shop buildings and compounds should be locked and secured when un-occupied. The supervisor, crewleader or designated person in charge will ensure that operations buildings and compounds are secured and locked at the completion of the work day.

To avoid potential dangerous situations:

1) Do not work alone.
2) Secure rooms as they empty.
3) Close the blinds to all offices and meeting areas before leaving.
4) Be aware of your surroundings as you leave.
5) If it is necessary to work after hours, keep all outside doors locked.

C. Keys

Master Keys
Master keys are issued by direct supervisors and other designated employees. The master key issued to employees enables access to the main office at the Triphahn Center as well as Willow Recreation Center, Vogelei Barn and House, Seascape Family Aquatic Center, Prairie Stone Sports & Wellness Center, Bridges of Poplar Creek Country Club, and the Maintenance Garage. All facilities are accessible by the Hoffman Estates Police and Fire Departments.

Auxiliary Keys
Auxiliary keys are issued to supervisors, managers and crew leaders on an as needed basis. These keys enable access to key locks on several gates, storages areas and trailers.

Facility Keys
Each facility has its own key system. These keys are issued to managers who are responsible for opening the designated facility for operation.

Vehicle Keys
Divisions with a district vehicle(s) have their own set of keys, generally kept by the supervisor of that division. The Parks Division has a back-up set for each district vehicle; these are to be used for emergencies only and must be issued by the Parks Division.

D. Suspicious Persons

Suspicious persons should be handled with caution. Staff should inform supervisor or manager on duty of the suspicious activity. Supervisor or manager should assess the situation and, if deemed necessary call the police. The supervisor or manager should not approach the person; however, he or she should be prepared to give the police information such as the person's approximate age, race, clothing, and hair color, type of vehicle, license plate number if seen and direction of travel. Complete a PDRMA Accident and Incident report.

E. Threatening Persons

In the event that someone acts violently, do not cause the situation to escalate by yelling or arguing. Remain calm and defend yourself if necessary. Call 911 and let police escort the violent person off the grounds. Activate the Emergency Code program if possible and fill out a PDRMA Accident/Incident report.

F. Theft

Internal
Investigate and make sure a theft has actually occurred. Notify a supervisor immediately and call the police. Do not detain the alleged thief.
Things to watch for:

1) Watch for people who come to work with clothing that looks larger than usual.
2) Supervise community service workers and tell them up-front that they will be watched.
3) Do not accept community service workers who have been charged with theft, violent offenses, or crimes against children.
4) Do not leave purses or bags unzipped or unattended.

External
Make sure a theft has actually occurred. Notify a supervisor immediately and call the police. Do not approach the building without police officers being present. Try not to disturb the area or touch things that may have been touched by the thief until the Police have concluded their report. A PDRMA Accident and Incident Report needs to be completed..

Deposits
Do not keep large amounts of cash on hand. Take deposits via different routes and at different times of the day. Do not leave deposits unattended. Make periodic drops throughout the day to a safe or the bank. Do not leave money unattended in containers (i.e. cash register). If someone attempts to steal the deposit do not resist and call the police as soon as possible.

Vehicles
Always keep vehicles locked with windows up when the district vehicle is not in your current working area or in clear view and it is unattended. Do not leave valuables on the seat or in plain view. Never leave vehicles running when unoccupied. Never leave passengers in a vehicle when the air conditioning does not work. Do not leave the keys in the ignition when out of your vehicle.

Avoid Theft
Lights work well as deterrents, so illuminate dark areas surrounding the facility. This includes the parking lot and a path from the parking lot to the building. Do not put vending machines in dark or remote areas. Cut down or cut back bushes and shrubs that surround buildings. Secure electrical breaker boxes with locks or grates. Routinely check lights at night to make sure they still work and adequately illuminate the facility.

G. Bomb Threats

If you receive a bomb threat, remain calm. If it is a non-verbal threat, do not pick up the phone or call anyone. Do not use a cell phone. Signals from phones can set off bombs. If the threat was received over the phone, ask the caller questions such as:

1) When is it set to go off?

2) What time is it now by your time?
3) Where is the bomb located?
4) What type of bomb? What size?
5) Why was the bomb placed?

Listen for the following:
1) Approximate age of the caller.
2) Male or female.
3) Accent (foreign, cultural, etc.)
4) Background noises.
5) Disposition of caller – hysterical, calm, angry?

Exit the building as quickly as possible, avoid looking for the bomb or turning anything on or off. Go to the parking lot and call 911.

Evacuation
Let employees know of the situation. Giving as little information as possible so as not to create mass hysteria, escort patrons out of the area immediately. Leave the building through a side or back door and move to a predetermined spot at least 500 feet away. All Facilities should have evacuation plans and meeting locations designated and all supervising personnel should be trained on Evacuation Procedures.

H. Mail

If you receive a strange parcel or letter, do not open it. Call the police and evacuate the building. Return mail to postal carrier when mail is not specifically addressed to place of business or persons employed at business.

I. Hostage Situation

Avoid becoming a hostage at all costs. Call 911 if possible. Be observant. Do not upset the person and try to get out of the situation.

J. Child Abduction

Make sure the child is actually missing. Call 911 immediately. Be prepared to give the police a detailed description of the child including the child's hair color, clothing, race and how long the child has been missing. Try to note if any suspicious people or cars had been around the area. Refer to code Pink procedure.

K. Addressing Minor Infractions – Disorderly conduct behaviors and District Ordinances

If employees observe a citizen engaging in activity that appears to be a minor legal infraction, the employee should adhere to the following guidelines:

1) Initial observation – stop and consciously observe the activity
2) Contact MOD

3) Decision to Approach – if the behavior observed is a minor infraction, make the decision to approach and address the behavior with the citizen.
4) Approach – carefully approach while continuing to observe the area, make sure you properly identify yourself as a park district employee
5) Explanation and education – explain to the citizen what the problem is and explain to them how to correct the issue. Example: “Ma’am there is a park ordinance requiring all pets to be controlled on a leash. Could you please put your dog on a leash?” Clarify with the citizen if needed.
6) Maintain composure – it is important that you maintain your professionalism at all time. Do not escalate the situation by confronting the citizen. Simply educate.
7) Complying with request – if the citizen does not correct the issue, repeat your request. If the citizen refuses to comply with the request or becomes threatening contact the police immediately

L. Injuries

All facilities should have a first aid kit. If a patron is injured in a HEPD facility or at a HEPD event:

1) Call 911 – if necessary.
2) Do not move the injured person unless necessary to prevent further injury.
3) Notify a MOD, activate the emergency action plan.
4) Only administer First Aid if qualified.
5) A supervisor will contact the patient’s emergency contact numbers if needed.

All situations involving an injury should be thoroughly documented and PDRMA Accident and Incident report forms need to be completed.

M. Traffic Control

Movement of vehicles during special events within parks should be preformed by individuals who are properly oriented to the area and the directive of the event. Staff member should be outfitted with the proper safety equipment such as flash lights and safety vests. If an accident occurs while directing traffic call 911 and report the accident. Traffic control outside of parks property or emergency conditions will be handled by the Police Department.

N. Handling of Evidentiary Items

Agency staff, in carrying out their duties and responsibilities, may discover contraband or other possible evidentiary items that may be critical in law enforcement investigation and legal prosecution.

The following procedures should be established in coordination with the appropriate law enforcement agencies to define staff roles in ensuring that evidentiary items are preserved until the proper law enforcement agency assumes command of the scene.

In the event that an item(s) that could be evidence in a criminal activity that is found by staff i.e. contraband (including, but not limited to drugs, paraphernalia, weapons, etc.) staff are to remain with the item (it is important to remember that all items, equipment, structures, etc. in the area can be considered evidence) and notify the Hoffman Estates Police Department via 911. It is imperative the item(s) is protected and remains in the exact form it was found, not to be touched or moved. Once a member of the Police Department arrives by identifying themselves with proper ID, the scene shall be turned over to them.

The following actions should occur during this process;
1. Secure an appropriate area around the item AND CALL 911.
2. Post an employee to monitor the area to insure no one approaches, handles, or removes the item(s).
3. Continue monitoring the area until relieved by the Hoffman Estates police department.

O. Outdoor Areas

All of the high traffic areas, (Softball Complex, Soccer Complex and Playground area) shall be inspected at least once a day for damage due to wear and vandalism. During large events, or events in which alcohol is expected, close patrols shall be coordinated with Village of Hoffman Estates Police Department. Discussions shall be held with the Patrol Lieutenant to determine if additional officers need to be hired specifically to provide additional security.

P. Private Users

Hoffman Estates Park District provides facilities for individuals and groups through contracts and rental permits. Each of the individuals shall be given the Park Rules, Severe Weather Procedures and contact numbers in case of emergency. Discussions shall be held with the Patrol Lieutenant to determine if additional officers need to be hired specifically to provide additional security. These officers will be paid for by the renter.

Q. Order of Notification

Refer to the district's Crisis Communication Plan/Procedure.

R. Review

Procedure manuals, policies and board policy manuals shell be reviewed **annually.**

Approval Date: ______May 24, 2013______ ______Dean R. Bostrom, Ex Dir__

Revision Date: ________________________ ______________________________

5/24/14 DRB

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Hand Protection

1.111 <u>Hand Protection</u>

Hoffman Estates Park District employees are required to wear hand protection when employee's hands are exposed to potential hazards.

The Hoffman Estates Park District will provide employees personal protective equipment for hand protection. The District will also provide for replacement hand protection, except when the employee has lost or intentionally damaged the equipment. Replacement is then the requirement of the employee, at market cost.

Hand Hazards and Recommended Protection

Staff has identified hazards that require the use of hand protection and offer recommendations for protection. These hazards and recommendations include, but are not limited to:

1. Contact with or absorption of chemicals or blood.
- a. Mixing or preparing equipment for pesticide applications.
- b. Removing trash bags from receptacles (bloodbourne pathogens).
- c. Mixing or using chemicals identified as caustic by the labeling.

Recommended protection: Rubber over the forearm mixing gloves

2. Contact with sharp objects or surfaces that could result in severe cuts or lacerations.
- a. Transporting large panes of glass by hand.
- b. Transporting or loading aluminum siding or metal roofing by hand.
- c. Kitchen staff should wear protection on the off-cutting hand during food preparation.

Recommended protection: Leather palm or Kevlar work gloves.

3. Contact with rough surfaces or materials that can cause severe abrasions.
- a. Rock picking.
- b. Stackable block work.
- c. Loading/unloading roofing shingles.
- d. Loading/unloading boxes or kegs from a truck.
- e. Mopping floors (blistering abrasion).

Recommended protection: Leather palm work gloves

4. Penetration by sharp objects.
- a. Pruning thorny trees or bushes.
- b. Clearing or transporting underbrush.
- c. Removing trash bags from receptacles (syringes)

Recommended protection: Leather palm work gloves

5. Exposure to temperature extremes.
- a. Outdoor winter work.
- b. Welding or torch cutting.

Recommended winter protection: Insulated leather palm glove
Recommended welding protection: Insulated leather over the forearm welding gloves

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

6. Exposure to severe or prolonged/repeated vibration.
When utilizing the following equipment:

a. Chain saw	e. Jack hammers	i. Sidewalk edger
b. Sled Compactor	f. Rototillers	j. Weed whips
c. Concrete saw	g. Sawz all	k. Commando Applicator
d. Power sanders	h. Sod cutter/roller	l. stump grinder

Recommended protection: Anti-vibration gloves

7. Potential contact with live current.
a. Over 50 volt potential contact.
Recommended protection: Insulated hand gloves rated to 1,000 volts.

Responsibilities

Supervisors shall:
1. Identify the hazards in the workplace requiring the use of hand protection.
2. Determine the type of hand protection required for the specific hand hazard.
3. Provide employees with appropriate protection.
4. Ensure workers are informed of the proper use, care, and maintenance of hand protection.
5. Ensure workers wear appropriate hand protection at all times that hazards may exist.
6. Encourage peer to peer education and reinforcement.

Workers shall:
1. Wear appropriate protective gloves at all times when performing tasks or working in an area where hazards may exist.
2. Use, care for, and maintain protective gloves appropriately.
3. Practice peer to peer education and reinforcement.

Repeated violators of the Hand Protection procedure will be issued a written training request and will comply with the procedure as stated below:

Please see Procedure 1.318 Written Training Request Procedure with regard to failure to adhere to this procedure.

Approval Date: ____2/15/14__________ __Dean R. Bostrom, Executive Director____

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

Non-cutting hand protection

Welding or torch cutting

Caustic chemicals and substances

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District

Procedure for Winter Walking and Ice Working
Preventing Winter/Ice Related Slips, Trips, and Falls

1.112 Winter Walking and on Ice Working

It is important to recognize the dangers associated with walking and working on snow and or ice and to take precautions to prevent winter/ice related slips, trips, and falls.

Examples of accidents common to ice rink/winter related slips, trips, and falls include:

The employee slips and falls on snow or ice during snow removal activities
The employee slips and falls walking/carrying equipment through the parking lot
The employee slips and falls while climbing in or out of a car or truck
The employee slips and falls while performing maintenance activities on/in ice or snow
The employee slips and falls in an entry/exit doorway to the workplace
The employee slips and falls while inside the ice rinks

Factors that often contribute to slips, trips, and falls include:

Being in a hurry
Taking shortcuts through snow piles or icy covered pavement
Talking with co-workers or patrons
Distraction of talking on a cell phone
Carrying equipment or other objects
Improper footwear
Not wearing ice cleats
Poor lighting

A safe winter walking and ice working procedure along with employee education and peer to peer observation can assist in preventing and reducing the likelihood of ice rink/winter related slips, trips, and falls.

The Hoffman Estates Park District can reduce the risk presented by winter related slips, trips, and falls by:

Implementing a "Safe Winter Walking and Ice Working" procedure
Conducting employee training on the subject of safe winter walking and ice working
Having supervisory staff diligently enforce the safe winter walking and ice working procedure
Provide coaching and positive feedback to support applicable procedures
Encourage peer to peer observation and feedback

No matter how carefully snow and ice is removed from the District's parking lots, roadways, and sidewalks, staff will likely encounter slippery surfaces when walking outdoors during the winter. It is important to always <u>be aware of the slip, trip, and fall dangers</u> and to walk safely on ice and slippery surfaces.

DRB 2/15/14

All District employees tasked with snow and ice removal, lake checks, making pick-ups and deliveries that necessitate walking over icy or snow covered areas, or any other activity assigned outdoors or on the ice inside the rinks will wear ice cleats

No one is allowed on the ice in the rinks without either ice cleats or ice skates…this includes customers, volunteers, scorekeepers, coaches and referees as well as ice maintenance employees.

This pertains not only to regular ice maintenance but to emergency situations as well. Staff should be prepared for emergencies and act accordingly by having someone with ice cleats on, or one could be dealing with two emergencies.

- Upon entering a building or exiting the rinks ice cleats should be removed.
- Wearing ice cleats on non-wintery ground conditions could cause its own slip hazard.
- This procedure applies to all Park District employees.
- Supervisors or their designates will be responsible for training staff on this procedure.
- Training of the safe winter walking procedure shall be annual with the ice rink walking training an on-going program.

Agency Responsibilities

Purchase and distribute personal protective equipment (PPE) such as ice cleats.
Reinforce and coach staff to implement the procedure.
Encourage peer to peer observation and feedback.

Staff Responsibilities

Wear appropriate footwear for the job being done.
Give yourself sufficient time.
Look ahead when you walk.
Plan your route ahead of time walk along the dasher boards and using three points of contact when possible.
Use special care when entering and exiting vehicles. Use three points of contact.
Walk on designated walkways as much as possible. Taking shortcuts over snow piles and areas where snow and ice removal is not feasible can be hazardous.
Carrying items can impair your balance. Keep hands free if possible.

Supervisors will be responsible for communicating this policy to employees and reinforcing the policy while observing day-to-day operations. See you supervisor for specific questions.

Repeated violators of the Winter Walking / Ice Working procedure will be issued a written training request and will comply with the procedure as stated below:

Please see Procedure 1.318 Written Training Request Procedure with regard to failure to adhere to this procedure.

Approval Date: ____2/15/14__________ __Dean R. Bostrom, Executive Director___

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

Revision Date: ______________ ____

Identify job tasks in need of specific winter footwear.

Wear ice cleats for outdoor tasks.

Identify wintery ground conditions

Ice cleats or skates only!!!

Ice checks can be dangerous!!!

Don't be this guy...

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
3 Points of Contact Procedure

1.113 <u>3 Points of Contact</u>

Each year Hoffman Estates Park District employees are injured while entering and exiting vehicles, construction equipment, climbing ladders or step stools, mounting a lifeguard station or climbing stairs. This procedure and training guide will illustrate how this seemingly simple task is one that actually causes many injuries to our member employees. The 3 Points of Contact method introduced here will help District members reduce or eliminate many of the injuries associated with entering or exiting vehicles and equipment.

Issue:

Injuries incurred while improperly exiting and entering vehicles or mounting and dismounting equipment.

Solution:

Implement a 3 Points of Contact Procedure.

Injuries occur because mounting and dismounting vehicles and equipment include the following potentially hazardous activities:

- Reaching
- Twisting
- Stepping
- Climbing
- Bending

Accidents common to mounting and dismounting vehicles and equipment include:

- The employee slips or trips while entering or exiting the vehicle/equipment and falls, striking the vehicle or ground.
- While exiting the vehicle/equipment, the employee jumps from the vehicle or stand to the ground, often injuring an ankle, knee or back.

Factors that often contribute to the incident include:

- Being in a hurry
- Talking with co-workers or patrons
- Wet or slippery equipment

- Being distracted by talking on a cell phone
- Carrying equipment or another object
- Jumping
- Failing to maintain a “3 Points of Contact” with the vehicle
- Slippery or wet surfaces

Procedure and Training:

The 3 Points of Contact method provides maximum stability and support, thereby reducing the likelihood of slipping and falling.

An organization can reduce the risk of vehicle/equipment mounting and dismounting injuries by:

- Implementing a 3 Points of Contact Procedure
- Conducting employee training on the 3 Points of Contact Procedure
- Having supervisory staff diligently enforce the 3 Points of Contact procedures
- Providing coaching and positive feedback to support applicable procedures

Improperly entering and exiting (or mounting and dismounting) vehicles, trucks, tractors, buses, vans, trailers, ladders, stairs, life guard stations or other pieces of construction equipment can increase the risk of injury. To reduce or eliminate the risk of injury, organizations should implement a procedure so that drivers and staff exercise the 3 Points of Contact method when entering or exiting vehicles or equipment.

The purpose of this procedure is to identify job tasks that require the use of a 3 Point of Contact Procedure and to establish protocols for carrying out a safe 3 Point of Contact.

This procedure will:

- Identify job tasks that require the use of a 3 Point of Contact Procedure.
- Establish protocols for implementing a safe 3 Point of Contact method.
- Specify every employee who will be subject to the policy.
- Specify who will be responsible for implementing and communicating the policy to employees.
- Identify specific vehicles or equipment (i.e., tractors, trucks, ladders, Ice maintenance equipment life guard stations) which require a 3 Points of Contact procedure.

Job Tasks Required Using 3 Points of Contact

Areas where 3 Points of Contact should be required include, but are not limited to, the following job classifications and work areas:

1. Entering / Exiting and Mounting / Dismounting any equipment, including but not limited to the following:
    a. Tractors

b. Skid Steers
c. Trailers
d. Pickup and Dump Trucks
e. Mowers
f. Buses/vans
g. Life guard stations
h. Golf carts
i. Zamboni's
j. Man Lifts

2. Climbing ladders step ladders and scaffolding
3. Climbing stairs
4. Climbing playground equipment

District Responsibilities

- Evaluate every vehicle, truck and piece of equipment.
- Provide additional steps, non-slip surfaces and handholds where necessary.
- Maintain steps, contact surfaces and handholds in working condition.
- Inspect vehicles and equipment frequently.
- Instruct all workers in safely mounting and dismounting equipment, including the 3-point contact method.
- Install warning decals or signs in the cab of vans or buses reminding workers to use 3-point contact.

Training

- Wear appropriate shoes for the job.
- Slow down during bad weather.
- Look on the ground for debris or hazards before entering/exiting the vehicle.
- Always get a firm grip and maintain 3 points of contact. This means two hands and one foot or two feet and one hand on the equipment at all times.
- Break 3 points of contact only when you reach the ground, the cab, or a stable platform. Do not let go with your hand(s) until your foot is firmly on the ground.
- Mount and dismount facing the vehicle.
- Climb on and off only when the vehicle is stationary.
- Use parts designed by the manufacturer for mounting and dismounting — steps, running boards, traction strips, footholds, handgrips, etc. Report damage immediately.
- Keep parts clear of mud, snow, grease and other hazards that can cause slips, trips, or falls.

- Don’t climb with something in your free hand. Set it down and get it after entering, or have someone hand it to you.
- Never jump from the vehicle or equipment.
- Do not rush out of the vehicle or equipment after a prolonged period of sitting.

Annual training on the 3 points of contact will be conducted by Park Supervisors or their designates,

Supervisor enforcement as well as peer to peer reinforcement shall be an ongoing process

Employees will be cognizant of others either using the procedure correctly or if not, pointing out the correct method and stressing the importance of an injury free work place.

How to Use a 3 Points of Contact:

The 3 Points of Contact method is maintaining contact with **one hand and two feet** *or* **two hands and one foot** *at all times* when mounting or dismounting a vehicle or equipment. The 3 Points of Contact method forms a stabilizing triangle of contact.

Repeated violators of the 3 points of contact procedure will be issued a written training request and will comply with the procedure as stated below:

Please see Procedure 1.318 Written Training Request Procedure with regard to failure to adhere to this procedure.

Approval Date: ____2/15/14__________ __Dean R. Bostrom, Executive Director__________

Revision Date: __________________ ____

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

Examples of 3 Points of Contact

Note by the red arrows how the employee maintains contact with a minimum of **one hand and two feet** OR **two hands and one foot** at all times.

Considerations to Improve 3 Points of Contact

Avoid talking on the cell phone or carrying anything when exiting equipment

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Reviewed by Admin Staff and CT 9.2022

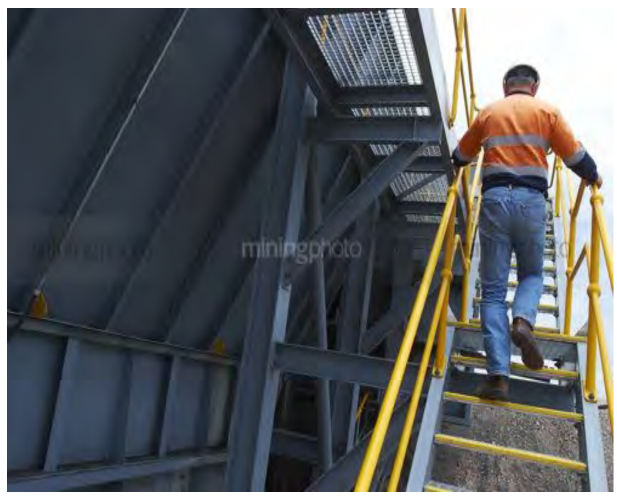
Avoid dismounting while facing forward.

Do not jump from vehicle.

Considerations to Improve 3 Points of Contact

Do not use wheel hubs to mount/dismount.

Keep hands free to use 3 Point Contact.



3 points of contact are especially important with the ice slip factor.

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

3 points of contact entering a golf cart might save you from injury and might save your round!!!

Exactly what to avoid!!!

Resources:

PDRMA 3 points of Contact Policy

DRB 2/15/14

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for District Public Schedule

1.114 District Public Schedule Procedure

The following procedure details how to record and view FT staff schedules.

A. Open MS Outlook
B. Select Calendar
C. Select "Ctrl" + "6" (this will display public folders)
D. Expand the "Public Folder" by depressing the arrow to the left of the title.
E. Then expand the 2nd "All Public Folders" to view all calendars, for recording/viewing schedules.
F. Your supervisor will determine where your schedule should be recorded.
G. All FT staff should have recorded, at minimum, 2 weeks of scheduled shifts.
H. Shifts shall be recorded in the following manner: last name, time (ex. Leninger, 8:30A.M. – 5:00P.M.)
I. Schedules should be entered as an "All Day Event" by clicking the appropriate box. This prevents calendars with multiple schedules from becoming illegible.
J. In the event time off benefits are used, staff should request those through their District non-public calendar. Upon receiving supervisor approval, that shift should be updated accordingly.
   1.) **For Exempt/Salaried Employees** (i.e. employees that do not swipe in/out): benefit time should be requested in total number of hours, and must be requested in half-day (4-hour) increments. For parks maintenance staff, the half-day increment will be 5-hours due to the scheduled 10-hour workday.
K. Staff working a flex schedule should mark the flex day as off.
L. Each time you need to record/view schedules, you will need to repeat A – C.
M. Failure to work a minimum of 40 hours during the work week will lead to disciplinary action up to and including dismissal.
N. Failure to work according to your specified schedule on the district public calendar will result in the following progressive levels of disciplinary action from your direct supervisor and/or HR:
   1.) 1st offense – verbal reminder
   2.) 2nd offense – documented verbal warning
   3.) 3rd offense – written warning
   4.) 4th offense – you will be required to punch in/punch out when arriving/leaving for the day.

Approval Date: 2/24/14 Dean Bostrom, Executive Director

Revision Date: 5/6/14 DBostrom, Executive Director

DRB 5/6/14

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Handling ADA Compliance Oversight

1.115 Handling ADA Compliance Oversight:

A. Compliance with the ADA Law

Providing public access to facilities, programs and information regarding the park district is of the highest priority for the Hoffman Estates Park District. Furthermore, the laws that have been established by the Federal Government regarding equal access to all mandate the district to act in a responsible way. To address these requirements, the district has set into place a series of initiatives in an effort to serve populations with special needs:

- Infrastructure assessment to identify architectural barriers (ADA Accessibility Audit Report 2008)
- Upgrade transition plan to bring deficiencies up to ADA minimum standards
- Enhancements to communication media for inclusion purposes.
- Regular maintenance audits to ensure continued compliance
- Continued maintenance to ensure compliance

B. District ADA compliance oversight

The Responsibility of the district's ultimate compliance or lack of compliance as it applies to ADA requirements is overseen and monitored by the district's ADA compliance officer who is appointed by the district's Executive Director. This individual makes recommendations and advises responsible parties within the district to take appropriate action(s). Ultimate interpretation and or appropriate course of action between the district's ADA compliance officer and other district department's lies with the district's Executive Director.

Given the size and number of facilities and or programs offered by the park district it is possible that something might be over looked as it relates to inclusion or access. If an oversight related to access or inclusion should occur in the district or result of how programs are run or administered, the public shall have the right to bring that oversight to the district's attention. All communication regarding ADA issues shall be documented on district's Discrimination Notification / Grievance Form. (see attachment to this procedure)

C. Discrimination Notification / Grievance Form response

All completed Discrimination Notification / Grievance Forms received shall be forwarded to the district's ADA compliance officer for review and recommendation on appropriate action. Upon receipt of a Discrimination Notification / Grievance Form, the ADA compliance officer shall in a timely manner respond to the alleging party acknowledgement of receipt of the Discrimination Notification / Grievance Form along with an explanation of the process moving forward.

D. Appropriate response time to a Discrimination Notification / Grievance Form submittal

The ADA compliance officer shall have 30 calendar days to research, review and formulate a recommendation as to the validity of the complaint and, if necessary, the best course of action to be taken to correct the situation. The findings of this study shall be presented to the Executive Director for his or her review and or approval if necessary. Upon acceptance of findings or recommendations by the Executive Director, the findings shall be made available to the complainant within seven to ten days. However, should the Board need to be notified of the situation, it shall be done at the Board's earliest convenience. A notification of the date and time of that presentation to the Board shall be communicated to the complainant. The complainant shall be given the opportunity to address the Board.

E. Corrective action timeframe

Should the findings require corrective action by the District, such action(s) shall be done in a timely manner to correct the situation. If, due to other priorities or cost involved or scheduling conflicts, additional time is required for the completion of the action over an extended amount of time, a schedule for completion shall be made part of or attached to the findings report.

F. Opportunity for rebuttal

If in the event the findings of the ADA Discrimination / Grievance study are not agreeable with the complainant, the complainant shall be given the opportunity to rebut the findings or course of action or lack of recommended action first to the ADA compliance office, then to the Executive Director and finally with the full Board.

G. Record keeping

All Discrimination Notification / Grievance form submittals along with staff response recommendations shall be kept on fill in the administrative file system.

Approval Date: _____5/5/14________ _Dean Bostrom, Exec Director _______

Revision Date: ___________________ _________________________________

Revision Date: ___________________ _________________________________

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
1685 West Higgins Road, Hoffman Estates, Illinois 60169
heparks.org — t 847-885-7500 — f 847-885-7523

The mission of the Hoffman Estates Park District is to enhance the quality of life of our residents and guests by providing first class parks, facilities, programs and services through environmentally and fiscally responsible management practices.

AMERICANS WITH DISABILITIES ACT
Discrimination Notification/Grievance Form

Please print and complete all information to help us better understand your concern and/or grievance.

Name ____

Address ____

Home/Work Phones ____

Email Address ____

I am completing this form on behalf of:

_____ Self _____ Someone Else (Complete information below):

Name ____

Address ____

Home/Work Phones ____

Email Address ____

Date alleged problem took place ____

NATURE OF GRIEVANCE

_____ Building accessibility. Name or location of Building ______________________

____

Problem: (Please be specific) ____

____

Reviewed by Admin Staff and CT 9.2022

_____ Playground or Park accessibility. Name or Location ___________________

____

Problem (Please be specific) ______________________________________

____

_____ Recreation Program. Which Program _______________________________

Problem (Please be specific) ______________________________________

____

_____ Accessibility to Park District information. Which one ___________________

____

Problem (Please be specific) ______________________________________

____

_____ Other. ____

____

Type of Disability which was impacted by the above

_____ Wheelchair

_____ Mental Disability

_____Physical Disability

_____ Hearing impairment

_____ Visual Impairment

_____ Other, specify

____

Please attach any other pertinent information i.e. photos, maps, etc.

Thank you.

The Hoffman Estates Park District

HOFFMAN ESTATES PARK DISTRICT
Procedure for Park Repairs and Renovation Signage

1.116 Park Repairs and Renovation Signs:

When a park is going through a renovation project or experiencing a specific repair that would attract community interest such as a playground repair, a drainage project, or a non-functioning lake fountain, a sign apologizing for the inconvenience needs to be posted at the location on the same day that the project or repair is identified. The sign should also have a QR code and corresponding web address directing the public to our web site where further information will be available.

1. Identify the renovation project and /or repair project that will need the signage.
2. Install the signage at a location near the project / repair on the same day that the project or repair is identified.
3. Contact the Communications & Marketing department to give them the project / repair location, and a description of the renovation /repair on the same day that the project or repair is identified.
4. The C&M department will put the location and a description of the project / repair on our website.
5. The Service Desks will access the updates via a button on their PC desktops which will link directly to our website's Park Improvements page. This will allow them to provide residents with the latest information.
6. If the Service Desk is unable to provide information, the Service Desk will follow up with Supervisor or Division Director and get back to the resident.
7. When the project / repair is completed notify the C&M department so they can take the information off the website.
8. Remove the signage from the project / repair location.
9. See attached sample signs.

Approved Date: ___8/4/15__________ __Dean Bostrom, Exec Director_________

Revised Date: __________________ ____________________________________

DRB 8/2015
Reviewed by Admin Staff and CT 9.2022

UNDER REPAIR

Sorry for the inconvenience! We will complete repairs as soon as possible.

HOFFMAN ESTATES PARK DISTRICT

For more information, on this site see heparks.org or
contact the Hoffman Estates Park District at 847-885-7500.
heparks.org/general-information/proposed-park-projects/

PLAYGROUND IMPROVEMENT

This area is being remodeled for future fun!

HOFFMAN ESTATES PARK DISTRICT

For more information, on this site see heparks.org or
contact the Hoffman Estates Park District at 847-885-7500.
heparks.org/general-information/proposed-park-projects/

HOFFMAN ESTATES PARK DISTRICT
Recreation & Facilities Division
Procedure for Child Care Behavior Management Policy

1.117 Child Care Behavior Management Procedure:

Discipline is the ongoing process of helping children to develop inner controls and assume responsibility for their own actions. We accomplish this by setting, explaining and consistently enforcing clear and understandable rules, limits and consequences prior to and as part of any disciplinary action. As much as possible in carrying out discipline, teachers/counselors will use firm, positive statements or redirection of behavior. Children will have reasonable opportunity to resolve their own conflicts and to have input in adult resolving of conflicts.

Teacher/Counselor Role in Behavior Management:

- Encourage and compliment appropriate behavior
- Offer alternatives
- Ignore minor incidents
- Apply natural consequences
- Redirect children to another activity
- Have appropriate, child-centered, consistent and fair rules
- Incorporate the children's ideas into program rules
- Model appropriate behavior
- Enter into play
- Reinforce appropriate behavior in peers
- Remove the child from a situation to help the child gain self-control

Under no circumstances will children be punished for toilet accidents or accidental spills. The following behaviors are prohibited:

- **Corporal punishments, including hitting, spanking, beating, shaking, pinching or other measures intended to induce physical pain or fear;**
- **Threatened or actual withdrawal of food, rest, or use of bathroom;**
- **Abusive or profane language;**
- **Any form of public or private humiliation, including threats of physical punishment; and**
- **Any form of emotional abuse, including shaming, rejecting, or isolating the child.**

Child's Role in Developing Behavior Management Skills:

- Help establish rules
- Show respect to all staff, volunteers, aides, participants and for the program
- Show respect for equipment, supplies, and facilities
- Encourage others to be safe, respectful, and responsible
- Use words to express feelings and needs
- Model appropriate behavior
- Problem solve
- Refrain from causing bodily harm to self, other participants or staff (ie. hitting, punching, kicking, slapping, biting, etc)
- Refrain from using abusive or foul language

General Unacceptable/Inappropriate behaviors are defined as, but not limited to:

1. **Any aggressive behavior (slapping, punching, kicking, biting etc.) whether it is initiated or in retaliation.**
2. **Any disrespectful behavior toward staff and/or other participants.**
3. **Continuous disruptive behavior.**
4. **Any swearing or inappropriate language.**

Should a participant exhibits unacceptable/inappropriate behavior*, the Hoffman Estates Park District staff will follow these guidelines:

Step 1 - Program staff should determine the severity of the action and immediately take steps to correct it. These may include, but are not limited to:

- Verbal warning
- Supervised time-out from the program (not to exceed one minute per year of age).
- A Conduct Report will be completed and copies given to the parent/guardian and program manager.
- HEPD staff will review Conduct Report with parent/guardian.

Step 2 - If the participant continues the unacceptable/inappropriate behavior* the program supervisor will contact the parent/guardian and explain the behavior that was observed by staff.

Step 3 - Upon the next occurrence, a conference will be held with the program manager, staff, parent/guardian, and child. A plan for helping the child to develop acceptable behavior will be discussed. We may use the resources or assistance of NWSRA (Northwest Special Recreation Association) in observing and suggesting methods of handling the child. Approval from parent/guardian will be obtained before the child is observed.

Step 4 - If an NWSRA aide is assigned to the child the following steps will be taken:

1. A meeting with parent/guardian, NWSRA inclusion staff, the program staff, program manager, and park district ADA liaison will be held to discuss options for the child and develop an intermediary plan.
2. Intermediary steps will be implemented (as discussed) including safety measures, staffing changes or an individualized behavior plan and contract if necessary.
3. Communication will continue among all parties.
4. A determination will be made if additional measures or assistance can be provided once again before suggesting removal from program.
5. Documentation of meetings, incidents, complaints, safety concerns and problems as well as successes will be ongoing.
6. Removal from the program.

Step 5 – For all children registered in an Hoffman Estates Park District child care program, the "3 Strike Process" will then take effect.

Strike 1 – If an inappropriate/unacceptable behavior* occurs, the parent/guardian will be notified by phone or written letter. If that behavior occurs again that day, the parent/guardian will be called to come and remove the child from the program for the rest of the day.

Strike 2 – If a child continues to display inappropriate/unacceptable behavior* after a first warning the child will receive a written note of a second warning. The note will state the behavior of the child and notify the parent/guardian that one more incident of such behavior could lead to possible removal from the program. This letter must be signed by the parent and submitted to the program manager.

Strike 3 – After a first and second warning have been issued and an inappropriate unacceptable behavior* is once again displayed, the parent/guardian will be contacted by phone and in a written notice that their child must be removed from the program for a indefinitely or permanently, depending on the severity of the behavior.

Approval Date: April 28, 2016 ________________________

HOFFMAN ESTATES PARK DISTRICT
Transgender Patron Facility Use Procedure

1.118 <u>Transgender Patron Facility Use Procedure</u>

Transgender individuals have civil rights protections under both Federal and State laws. Hoffman Estates Park District ensures that these protections are upheld when a transgender patron utilizes an HEPD facility.

A. Definitions

1. **<u>Gender Identity</u>** refers to an individual's deeply held sense or physical knowledge of their own gender.

2. A **<u>Transgender</u>** individual is someone whose gender identity does not match the gender that was given to them at birth.

B. Transgender individuals are allowed to use the restroom/locker-room consistent with their gender identity. Transgender individuals do not have to announce their presence or intent to use a restroom or locker-room facility.

C. If a patron makes a complaint regarding a transgender individual's usage of a facility, the staff member who receives the complaint should not directly engage the patron, but rather let the patron know the Manager On Duty (MOD) will be notified, and will promptly respond to the complaint. The staff member then should immediately notify the full-time facility manager on duty. If a full-time employee is not on duty, the part-time manager MOD should be notified.

D. The MOD should investigate the nature of the compliant, and type of behavior observed that led to the complaint. The MOD should let the complaining patron know: *"**that under federal and state law, transgender individuals must be allowed to use the restroom/locker-room consistent with their gender identity. HEPD is committed to finding a workable solution protecting the privacy and honoring the dignity of all patrons. Patrons who feel uncomfortable will be accommodated."***

If the complaining patron asks about the gender of an individual, the MOD should respond: ***"HEPD does not release any private information about participants or patrons."***

E. In any given circumstance, a number of items could vary, such as:

- the facility(ies) involved;
- whether a family/gender neutral restroom/locker-room is available; and,
- whether the transgender individual is the one who feels uncomfortable or not.

These items all must be considered when the MOD devises a solution to the problem. Per ADA guidelines, the party who is uncomfortable and/or expressing concern should be accommodated, and the transgender person permitted to use the area in which they feel most comfortable. Potential solutions could include:

- Providing a changing area for the uncomfortable party, such as an individual stall, or an area with a privacy curtain; and/or,
- Utilizing a family/gender neutral restroom/locker-room.

F. If, while investigating the complaint, the MOD has a good faith suspicion that the individual committing the behavior that caused the complaint is engaging in potentially criminal behavior, ~~falsely pretending to be transgender~~, the activity should be handled like any other misconduct by a patron, including calling law enforcement if necessary.

G. If the MOD is unable to resolve the situation, he/she should ask the patron if they would like follow-up from the Executive Director. If so, let the complaining patron know the Executive Director will contact him/her at the earliest convenience.

H. Failure to follow this procedure can lead to disciplinary action, up to and including termination.

Approval Date:	1/10/17	Dean R. Bostrom, Executive Director
Revision Date:	12/11/2019	Talsma/Leninger

HOFFMAN ESTATES PARK DISTRICT
Procedure for Energy Efficiencies relating to temperature settings
Within the facilities of the Hoffman Estates Park District

1.119 Energy Efficiencies relating to temperature settings within the facilities of Hoffman Estates Park District

Hoffman Estates Park District (HEPD) is committed to reducing energy use, increasing utility operational efficiencies and reducing energy costs to the greatest degree possible

Occupancy Requests for Energy Efficiencies:

- Turn off computers, monitors, printers and photocopiers when you leave your office for the evening.
- Turn off coffee pots and similar appliances when they are not in use. Radios and TVs should be turned off when out of the office.
- Wear clothing appropriate to the season and weather – lightweight clothing in summer and warmer clothes in winter. Wear layers so you can adapt to varying conditions in your workspace and still be comfortable.
- In winter, drapes or blinds should be open when windows are in direct sunlight or to utilize daylight over artificial light, and closed otherwise. During summer, close drapes or blinds to prevent direct sunlight from entering the room. Try not to use windows for temperature control.
- Vestibule doors should not be propped open and should always close and latch behind you.
- Turn off small exhaust fans when they are not needed.
- Notify your building maintenance supervisor or facility manager if your work area is overheated in the winter or overcooled in summer. Do not habitually open a window to get rid of excess heat in the winter.

The Club at Prairie Stone

Hours of Operation:	Monday-Thursday	5am-12 midnight
	Friday	5am-11pm
	Saturday/Sunday	6am-10pm

Temperature Settings
Heating, Ventilation, and Air Condition (HVAC) operations will mirror the hours of primary building occupancy. Space temperatures maintained during designated unoccupied hours may not be suitable for normal activities. For the purpose of this procedure "primary building occupancy" shall be defined as Monday – Friday, 5:00 am through 12:00pm. Buildings with extended evening, Saturday or Sunday activities have different HVAC shutdown times depending upon each building's schedule.

Areas defined and specific temperatures for those designated spaces.
Temperature settings in this space during occupied periods will be:

Office, work areas, common areas, programming & rental spaces, and Childcare

- Heated to a target temperature of 68° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods. No other use of electric heaters is allowed and unauthorized heaters will be removed.
- Cooled to a target temperature of 74° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Fitness/exercise/gymnasiums
Temperature settings in this space during occupied periods will be:

- Heated to a target temperature of 65° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods.
- Cooled to a target temperature of 71° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Special use areas, i.e. aquatic, banquet areas, maintenance & ice rinks – operational specific settings.

<u>Triphahn Center</u>

Hours of Operation:	Monday-Saturday	5:15 am-10:30 pm
	Sunday	6:00 am-10:30pm

Temperature Settings
Heating, Ventilation, and Air Condition (HVAC) operations will mirror the hours of primary building occupancy. Space temperatures maintained during designated unoccupied hours may not be suitable for normal activities. For the purpose of this procedure "primary building occupancy" shall be defined as Monday – Friday, 5 am through 12 am. Buildings with extended evening, Saturday or Sunday activities have different HVAC shutdown times depending upon each building's schedule.

Areas defined and specific temperatures for those designated spaces.
Temperature settings in this space during occupied periods will be:

Office, work areas, common areas, programming & rental spaces, and Childcare

- Heated to a target temperature of 68° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods. No other use of electric heaters is allowed and unauthorized heaters will be removed.
- Cooled to a target temperature of 74° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Fitness/exercise/gymnasiums
Temperature settings in this space during occupied periods will be:

- Heated to a target temperature of 65° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods.
- Cooled to a target temperature of 71° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Special use areas, i.e. aquatic, banquet areas, maintenance & ice rinks – operational specific settings.

<u>Willow Recreation Center</u>

Hours of Operation:	Monday-Friday	6am-10pm
	Saturday	6am- 7pm
	Sunday	7am- 5pm

Temperature Settings
Heating, Ventilation, and Air Condition (HVAC) operations will mirror the hours of primary building occupancy. Space temperatures maintained during designated unoccupied hours may not be suitable for normal activities. For the purpose of this procedure “primary building occupancy” shall be defined as Monday – Saturday, 5:45 am through 10:00 pm. Buildings with extended evening, Saturday or Sunday activities have different HVAC shutdown times depending upon each building’s schedule.

Areas defined and specific temperatures for those designated spaces.
Temperature settings in this space during occupied periods will be:

Office, work areas, common areas, programming & rental spaces, and Childcare

- Heated to a target temperature of 68° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods. No other use of electric heaters is allowed and unauthorized heaters will be removed.
- Cooled to a target temperature of 72° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Fitness/exercise/gymnasiums
Temperature settings in this space during occupied periods will be:

- Heated to a target temperature of 68° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods.
- Cooled to a target temperature of 72° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Bridges of Poplar Creek Country Club
Hours of Operation: Monday-Sunday 6am-7pm

Temperature Settings
Heating, Ventilation, and Air Condition (HVAC) operations will mirror the hours of primary building occupancy. Space temperatures maintained during designated unoccupied hours may not be suitable for normal activities. For the purpose of this procedure "primary building occupancy" shall be defined as Monday – Friday, 8:00 am through 6:00 pm non- peak season, and 8:00 am through 9:00 pm peak season. Buildings with extended evening, Saturday or Sunday activities have different HVAC shutdown times depending upon each building's schedule.

Areas defined and specific temperatures for those designated spaces.
Temperature settings in this space during occupied periods will be:

Office, work areas, common areas, programming & rental spaces

- Heated to a target temperature of 68° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods. No other use of electric heaters is allowed and unauthorized heaters will be removed.

- Cooled to a target temperature of 74º F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85º F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Special use areas, i.e. aquatic, banquet areas, maintenance & ice rinks – operational specific settings.

<u>Parks Maintenance</u>

Hours of Operation:	Monday-Friday	6:30am – 5:00pm
	Saturday/Sunday	6:00am – 4:30pm

Temperature Settings

Heating, Ventilation, and Air Condition (HVAC) operations will mirror the hours of primary building occupancy. Space temperatures maintained during designated unoccupied hours may not be suitable for normal activities. For the purpose of this procedure "primary building occupancy" shall be defined as Monday – Friday, 6:30 am through 5 pm. Buildings with extended evening, Saturday or Sunday activities have different HVAC shutdown times depending upon each building's schedule.

Areas defined and specific temperatures for those designated spaces.
Temperature settings in this space during occupied periods will be:

Office, work areas, common areas

- Heated to a target temperature of 68º F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55º F during unoccupied periods. No other use of electric heaters is allowed and unauthorized heaters will be removed.
- Cooled to a target temperature of 74º F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85º F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Temperature settings in this space during occupied periods will be:

- **The General Work Area** temperature of 60º F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55º F during unoccupied periods. This includes the General Work area.

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

- **The Mechanics area** is heated to a target temperature of 65° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods.
- **The Vehicle Storage area** is heated to 55° F during the winter with no drop back temperature setting.
- Cooling temperatures are not defined as air conditioning is not available.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

<u>Vogelei House and Barn</u>

Hours of Operation:	Monday-Thursday	8a – 10p
	Friday	8a – 10p
	Saturday/Sunday	8a – 10p

Temperature Settings

Heating, Ventilation, and Air Condition (HVAC) operations will mirror the hours of primary building occupancy. Space temperatures maintained during designated unoccupied hours may not be suitable for normal activities. For the purpose of this procedure "primary building occupancy" shall be defined as Monday – Friday, 8 am through 10 pm. Buildings with extended evening, Saturday or Sunday activities have different HVAC shutdown times depending upon each building's schedule.

Areas defined and specific temperatures for those designated spaces.
Temperature settings in this space during occupied periods will be:

Office, work areas, common areas, programming & rental spaces, and Childcare

- Heated to a target temperature of 68° F during the winter. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to drop back to 55° F during unoccupied periods. No other use of electric heaters is allowed and unauthorized heaters will be removed.
- Cooled to a target temperature of 74° F in centrally air conditioned spaces during the summer. Whenever it is economically and technically feasible, night setback features of the building automation system will be utilized to allow temperatures to rise to 85° F during unoccupied periods.
- Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by the facility manager. No other use of electric heaters is allowed and unauthorized heaters will be removed.

Approval Date: February 1, 2017 Dean R. Bostrom, Executive Director

Revision Date: 8/01/19 C.Talsma

Revision Date:________________ ________________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for GIS System Asset Change

1.120 <u>GIS Asset Change:</u>

The following procedure is to be followed when making repairs, replacements, removals and/or the addition of new assets to a particular location. All Division Directors, Managers and Supervisors

The Hoffman Estates Park District is utilizing a GIS (Geographic Information System) for major asset tracking, major asset life cycle and major asset replacement. This assists the District in budgeting and tracking maintenance needs.

A. In order to maintain an up- to-date inventory of our assets, it will be necessary for all staff to keep track of changes in their assets.

B. This involves reporting any **purchases of assets, repair of an asset, discarding or selling an asset or changing the location of an asset**.
   a. A FACILITY/BUILDING asset is considered to be a major asset if cost is over $5000.00 or any repair that exceeds $5000.00. Items less than $5000 may be grouped such that the total of all items will meet or exceed the $5000 threshold, i.e. board room chairs.
   b. A PARKS or EXTERIOR FACILITY asset is to be considered with a minimum cost of $100 unless it is a MAINTENANCE REPAIR of a part to a whole asset. i.e. a transfer deck would not be considered for a GIS inventory major asset update as that would be when the whole playground was replaced.

C. Asset updates and changes to the data base may be performed by trained staff via their collector aps.
   a. If you do not have access to a collector ap, attached is a .doc form to be used to report these changes. This form is located on the shared drive under "GIS ASSET STATUS CHANGE" and should be transmitted (emailed) to the GIS /Parks Services Administrator.
   b. If you do not have access to a computer, forms should be available at the Maintenance Offices and Facilities through your supervisors. Completed forms should be delivered to the GIS/Parks Services Administrator.

Information needed on the form:
Purchase of a new major asset
Change of a major asset location
Repair of a major asset
Sale or discard of a major asset

Facility or park location of asset
Date of activity (purchase, repair, discard, change of location)
Associated Purchase Order Number
Associated Work Order Number

Approval Date: ____October 2017_____ __Dean Bostrom, Executive Director_

Revision Date: ______________________ __________________________________

GIS INFORMATION

Facility or Park: ____

Date of Activity: ____

New Asset: ____

Asset Change of Location: ____________________________________

Major Asset Repair: ____

Asset sold or discarded: ____

Associated P.O. #: ____

Associated Work Order #: ____________________________________

____
Signature of Person completing form

Transmit to GIS/Parks Services Administrator

Hoffman Estates Park District
Procedure for Registration for Services for Fitness/Wellness/Aquatics

1.121 Registration for Fitness/Wellness/Aquatics Services

A. General Process
1. Client will complete necessary forms for desired service
2. Forms will be forwarded to appropriate supervisory staff
3. Client will be contacted within 48 hours, dependent on the day off the week forms were received.
4. Pass Management will be used for registration of these services.

B. Registration for Personal Training/Private Pilates(PSS&WC, WRC, TC)
1. Personal Training Service Agreement
2. Personal Training Client Information
3. Health History Questionnaire

C. Registration for Health Coaching(PSS&WC)
1. Health Coaching Service Agreement
2. Health Coaching Client Information
3. Health Coaching Intake Form

D. Registration for Nutrition(PSS&WC)
1. Nutrition Service Agreement
2. Nutrition Questionnaire

E. Private Swim Lessons(PSS&WC, Seascape)
1. Private Swim Lesson Registration Form

Approval Date: 2/16/18 MKies, Director of Recreation & Facilities

Revision Date: ___________ ________________________________

Revision Date: ___________ ________________________________

Reviewed 2/16/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Service Animals

1.122 Procedure for Service Animals

Purpose: The District permits the use of trained service animals to assist an individual with a disability. Service animals are limited to dogs and miniature horses. Service animals must be housebroken if they are to accompany an individual into a District building. Service animals must be up-to-date with all required vaccinations.

Dogs or miniature horses that are not trained to perform tasks that mitigate the effects of a disability, including dogs or miniature horses that are used purely for comfort, companionship, or emotional support, are not considered service animals and are not allowed at District facilities and premises, unless otherwise specifically permitted (such as a dog park).

1. When staff receives a question from a patron, has a question of their own, or when it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions:

   a. Is the dog or miniature horse required because of a disability; and,
   b. What work or task has the dog or miniature horse been trained to perform.

2. Staff cannot ask about the person's disability, require medical documentation, require a special identification card / training certification, or ask for the service animal to demonstrate the work or task.

3. All service animals must be housebroken if it will be in a District building.

4. All service animals must be up to date with vaccinations.

5. If staff have concerns, they should be directed to either the Superintendent of HR / Risk Management / ADA Compliance officer, their Division Director, or the Executive Director.

6. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date: 12/11/2019 Talsma/Leninger

COVID-19 REPORTING TO WORK PROCEDURES

Hoffman Estates Park District is working hard to prevent the spread of Coronavirus (COVID-19) in our workplace. We remain vigilant in keeping up with governmental agency and public health organization recommendations and requirements; we want to provide as healthy an environment as possible for all HEParks staff.

The contents of this procedure will serve to guide HEParks Administrative Team in implementing the return to work by District staff. This manual is not a policy and does not alter or abridge current HEParks Policies.

It is also acknowledged that at the time of this publication the environment surrounding COVID-19 is evolutionary in nature. As a result, these guidelines are subject to change and modifications pursuant to legal changes, which may or may not be incorporated in the form of an amendment to this plan. It should also be noted that any proposal to return to work before widespread immunity has been achieved, either by prior infection or immunization, has risks that could lead to a second wave of infection. Therefore, the procedures for restoring operations involves a set of tools and procedures to enable the recovery and continuation of association operations following a pandemic such as the COVID-19 (coronavirus) outbreak.

The plan outlined in this manual has been developed to analyze the essential functions of HEParks. This allows the HEParks Administrative Team to apply procedures and measures to allow increasing functionality, while remaining flexible to address changes in the 'Restore Illinois' state-wide Phase Plan. Implementing the return to full operations in a safe and thoughtful manner will be complex. For that reason, it is imperative that communication of this manual is shared and training is followed.

Contents

Introduction to COVID-19

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Depending on the severity of COVID-19's international impacts, outbreak conditions— including those rising to the level of a pandemic— can affect all aspects of daily life, including travel, trade, tourism, food supplies, and financial markets.

To reduce the impact of COVID-19 outbreak conditions on businesses, workers, customers, and the public, it is important for all employers to plan now for COVID-19. For employers who have already planned for influenza pandemics, planning for COVID-19 may involve updating plans to address the specific exposure risks, sources of exposure, routes of transmission, and other unique characteristics of SARS-CoV-2 (i.e., compared to pandemic influenza viruses).

Employers who have not prepared for pandemic events should prepare themselves and their workers as far in advance as possible of potentially worsening outbreak conditions. Lack of continuity planning can result in a cascade of failures as employers attempt to address challenges of COVID-19 with insufficient resources and workers who might not be adequately trained for jobs they may have to perform under pandemic conditions.

OSHA 3990-03 2020-Guidance on Preparing Workplaces forCOVID-19

Returning to the Work Place Process

Although no plan can guarantee full and immediate resumption of operations given the unknown impact of COVID-19, creating a sound framework as well as implementing strong processes and controls is the first priority. These processes and controls will help prepare employees to handle and manage restoration of operations while protecting staff and the public and avoiding the spread of the virus.

HEParks has modified the below five step process for returning operations to the workplace. Each step builds upon the previous steps and are described below:

Step 1: Classify Worker Exposure for Each Employee

Directors are required to evaluate and document the exposure risk for each employee in regard to the employee's exposure to the COVID-19 virus during their daily business functions. Individuals can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets.

This Restoration of Operations Procedures implements a multitude of work site safety measures along with personal safety measures. The measures defined in this plan are designed for mitigating exposure risks. All these policies and safety measures, combined with the full cooperation from all employees, helps define the true exposure risks for each employee.

The Administrative Team will assess individual employee's risk levels based upon work assignments and exposures. The risk level categories outlined below are utilizing OSHA's descriptions along with other leading organizations that specialize in the workplace safety.

Very High Exposure Risk

Very high exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures. Workers in this category include:

- Healthcare workers (e.g., doctors, nurses, dentists, paramedics, emergency medical technicians) performing aerosol-generating procedures (e.g., intubation, cough induction procedures, bronchoscopies, some dental procedures and exams, or invasive specimen collection) on known or suspected COVID-19 patients.

- Healthcare or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients (e.g., manipulating cultures from known or suspected COVID-19 patients). Morgue workers performing autopsies, which generally involve aerosol-generating procedures, on the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death. Township employees in this category may include paramedics.

- Morgue workers performing autopsies, which generally involve aerosol-generating procedures, on the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.

High Exposure Risk

High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include:

- Healthcare delivery and support staff (e.g., doctors, nurses, and other hospital staff who must enter patients' rooms) exposed to known or suspected COVID-19 patients. (Note: when such workers perform aerosol-generating procedures, their exposure risk level becomes very high.)

- Medical transport workers (e.g., ambulance vehicle operators) moving known or suspected COVID-19 patients in enclosed vehicles.

- Mortuary workers involved in preparing (e.g., for burial or cremation) the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death. Township employees in this category may include first responders from the Police and Fire Departments.

Medium Exposure Risk

Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with COVID-19, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings). Employees in this category may include those assisting the public at the counter and those serving out in the field.

Lower Exposure Risk (Caution)

Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers. Employees in this category may include those employees that typically have limited contact with the public, work from an office, and those that can safely practice social distancing.

Although most employee duties do not qualify as high risk of exposure, there should be high risk gear readily available for emergency situations within facilities that would require employees taking on high risk exposure when providing first aid to employees or visitors, prior to emergency services arriving.

Step 2: Identifying Appropriate Personal Protection Equipment

Personal Protection Equipment (PPE) will be available to all employees. All types of PPE must be:

Employer responsibility

- Selected based upon the hazard to the worker.
- Properly fitted and periodically refitted, asapplicable.

Employee responsibility

- Consistently and properly worn when required.
- Regularly inspected, maintained and replaced as necessary.
- Properly removed, cleaned, and stored and disposed of, as applicable.

In addition, training will be provided for employees on issued PPE and when/how to request new PPE. PPE will include but not limited to masks and gloves. PPE must be worn if within 6 feet of another person or passing through common areas.

Employees will be permitted to wear their own PPE, such as a homemade face covering device, provided the design permits the employee to perform their job duties and is made of an appropriate material for the workplace.

After Step 5 - Phase 1 has commenced the Division Director will accept and review all requests for PPE. The Director will keep a log of all PPE that has been approved, ordered, and distributed to HEParks employees. Each employee shall be assigned PPE based on their exposure risk level.

Step 3. Establishing Procedures for the Workplace

HEParks staff must collectively work together to ensure the safety of our facilities and avoid the spread of the virus. The following general procedures shall be implemented for all facilities in addition to any specific procedures created for site work plans during Step 4.

Understanding Sanitizer Products and Use

In addition to HEParks' normal cleaning products and materials, additional products can and will be added to everyday routines to sanitize for COVID-19 prevention.

Limiting Contact with High Touch Areas

- *Doors.* While the offices remain closed to the public, the interior security doors are permitted to remain open for employees to travel between areas without touching door handles and door surfaces. IF the public is allowed to re-enter the facility at a limited capacity, the doors leading into public areas must remain closed but doors that separate non-public areas will be permitted to be propped open.

- *Informational Materials.* Until such time as we are returned to normal operations (Phase 5 of Step 5) no periodicals, applications, brochures, etc. shall be in public areas. These materials shall be distributed only by personnel.

- *Furniture in Public Areas*. All use of lobby and other public area furniture will be monitored. Removal of the furniture may be necessary to deter congregation of people and limit surface areas that can be touched.

Employee Health Screening – Temperature Checks

The employees physically working at any HEParks facility shall ensure they follow the guidelines below at the start of each workday. Health Screening will be conducted as follows:

- Self-symptom check (fever, cough, shortness of breath, sore throat, diarrhea) at home. If any symptoms are identified employees are to contact their supervisor and stay at home. If symptoms resolve in 24 hours, the employee may return to work after 48 hours from symptoms appearing. Otherwise, the employee should be tested before returning to work.
- Identification of any close contact (within 6 feet for 15 minutes or longer) in the last 14 days with someone with a diagnosis ofCOVID-19.
- Identification of anyone who has travelled internationally or domestically in the last 14 days.
- Self-administered temperature checks will be done by each employee. If an employee does not have a thermometer, one is available at each facility for self-checks. Sanitize the thermometer before and after each use.

Social Distancing

Social distance shall be observed at all HEParks facilities until otherwise determined by the County, State, or Federal government. Social distancing means keeping space between yourself and other people outside of your home. Social distancing requires that each employee:

- Stay at least 6 feet from other people.
- Do not gather in groups.
- Stay in their assigned area and within individual workspaces, with the exception of entering/leaving building or the lavatories or to complete a job task.
- No attending or hosting of external meetings.
- All concerns regarding symptomatic behavior should be addressed with an AdministrativeTeam member.

Additionally, barriers, signage and markers in common areas to help facilitate the implementation of social distancing requirements shall be installed.

In efforts to minimize the amount of areas exposed to contamination, employees will refrain from in- person visitations. Employees are encouraged to use phone and teleconferencing apps. Additionally, employees will refrain from traveling through other staff areas where applicable. Employees are asked to be mindful about social distancing throughout their entire shift and to take proactive planning steps at the beginning of their work weeks/days, in order to be successful throughout their workday.

Fleet Management

Many HEParks employees not only have a personal workspace, but routinely use agency vehicles. Some employees may even share a vehicle. Therefore, it is imperative that HEParks vehicles are included in any plan to restore operations and limit the spread COVID-19. Vehicles should have a supply of gloves, wipes and sanitizer. Employees assigned a HEParks vehicle shall be responsible to ensure the vehicle is cleaned and sanitized before and after they use it. Procedures for fueling vehicles will remain the same.

Postal, Dropbox, Interoffice, and Package Mail Deliveries

Various early studies indicate the COVID-19 virus can remain viable and infectious in droplets in the air for hours and on some surfaces up to three days. The virus could be detected up to three hours later in the air, up to four hours on copper, up to 24 hours on cardboard and up to three days on plastic and stainless steel.

Processing daily mail or dropbox mail will require gloves and disinfectant. Envelopes shall be immediately disposed in a garbage can.

Maintenance and Sanitation Responsibilities

HEParks staff shall strive to keep a safe environment and implement the following procedures:

All HEParks facilities, including common areas, will be properly cleaned and sanitized prior to reintroducing staff to the facility.

All offices will be provided with cleaning and sanitizing products to use to fulfill employee responsibilities described below.

A scheduled cleaning will be determined to clean and sanitize public common areas on a regular basis. Frequency of such cleaning and sanitizing will depend on the phase of reintroduction described in Step Five. Common area cleaning and sanitizing includes, but is not limited to, the following:

- Doorknobs, push bars, handles, and panels
- Light switches
- Stair rails
- Restrooms
- Kitchens
- Plexiglas barriers/sneeze guards
- Countertops
- Elevator panels inside and out
- Mailboxes
- Filing Cabinets
- Copy machines and printers
- Common work areas and supplies

Modify workspace environments to reduce exposure as applicable to the facility:

- Install Plexiglas barriers/sneeze guards for front office counter and program space offices counter/desks.
- Remove all publications, periodicals, applications, etc. in public areas.
- Post information and signage throughout facility re: washing hands, sneezing, socialdistancing, etc.
- Gloves are required to process incoming mail and money.
- Floor marking on 6ft distances in all offices, cubicles and front office areas.

- Elevator is single use only.
- Modifications will be changed to some custodial tasks, including:
    - Garbage will need to be tied before it is pulled from the container.
    - Vacuum all carpets daily.
    - Swiffer mop all hardwood and tile floors.

Employee Responsibilities

- Masks must be worn by all employees in all common areas at all times. Gloves are at the discretion of each employee.
- Wash hands regularly with soap and water. When washing is not possible, hand sanitizer shall be utilized.
- Avoid touching eyes, nose, and mouth.
- Follow Health Screening protocol including temperature readings and communicating to the Administrative Team.
- Clean personal workspaces on a regular basis. Specifically, the following shared surfaceareas must be cleaned throughout the day:
    - Phone
    - Keyboard + mouse
    - Desk surface and drawers
    - File cabinets
    - Whiteboards & supplies
    - Chair arms and any other surface touched regularly
- For employees with their own office – light switches and door handles
- All appliances throughout the office.
- Avoid using other employee's supplies, equipment, phones, etc. If it is necessary to share equipment, please clean before and after use.
- Clean common areas after use. For example, wipe down counter after servicing a customer or wipe down computer keyboard after using a communal keyboard.
- Eat in personal work area when possible or in designated areas. After eating, wipe down all surfaces used (chair, table, countertop, microwave button, fridge handle, etc.). Do not provide communal food or beverages. No community plastic ware or paper plates will be available in the office until Phase 5.

- Use proper hygiene etiquette:
    - Cover mouth and nose with a tissue when you cough or sneeze or use the inside ofyour elbow.
    - Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.
    - Learn more about coughing and sneezing etiquette on the CDC website. https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Cleaning and Disinfecting If Someone Is Symptomatic

If an employee has developed symptoms of COVID-19 in the workplace, the area(s) used by the employee must be thoroughly cleaned and disinfected prior to being used again.

1. Close off areas used by the person who is symptomatic. Next, open outside doors and windows to increase air circulation in the area. Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
2. Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like keyboards, phones, etc.
3. If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary. Continue routine cleaning and disinfection.

Step 4. Develop Department Work Plans to Minimize Risk

The Administrative Team shall evaluate the needs of the agency, the safety of their employees, and the needs of the public/customers. It is anticipated that the return to full staffing at all HEParks facilities and the introduction of staff and the public to facilities will occur in phases and follow the recommendations and orders issued from the County, State and Federal government. The goal of Step 4 is to proactively plan for resuming business and to safely reintroduce the staff into the facility.

As the Administrative Team develops the Return to Work Plan the following should be taken into consideration:

- *Identify Functions*. What functions can be administered at the employee's home and which must occur at a HEParks facility. Which functions can be administered and how can they be administered when a facility is closed to the public, if the public has restricted access and when the public has unrestricted access. Workflow and work plans for employee assignments must be developed that will satisfactorily provide public service under these various work conditions.

- *Evaluate Department Layout and Staffing Needs.* Can all employees be at their assigned work areas at one time and achieve social distance standards? The Administrative Team will need to determine if staggering employees at home and in the office would help accomplish a safe distance between employees. Consideration shall be given to alter the workday shifts (vary start/end times or extend workdays/shifts to eliminate a shift). This may require a relocation of an employee's workstation assignment.

- *Identify Department Equipment Needs.* For those functions that can occur from an individual employee's home, Directors shall identify their equipment needs and create employee work-at-home plans to ensure all department functions are being addressed by each employee. The work plan will include the methods of obtaining additional equipment, instructions, and work documentation for completing all responsibilities. The work plan will include defined dates/times for when employees are expected to obtain the equipment, instructions, and work documentation.

- *IT Needs.* The Information Technology Manager shall coordinate all technological equipment needs within the District. Personal laptops can be given secured connections into a user's desktop work computer therefore providing the user access to all network and local drives and the programs the user is accustomed to utilizing for their everyday responsibilities. Additionally, the District has the ability to forward landline phone calls to other phone lines such as cell phones or home phones.

- *Identify Department Cleaning and Sanitization Process and Needs.* The Administrative Team shall be responsible for ensuring their staff are implementing the required procedures for their workspaces and department. The Maintenance staff or designated Manager at each facility will oversee replenishment of supplies.

- *Develop an Absenteeism Strategy*. The Administrative Team will evaluate operation plans if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from childcare programs and K-12 schools. Plan to monitor and respond to absenteeism at the workplace. Implement plans to continue essential business functions in case HEParks experiences higher than usual absenteeism. Prepare to institute flexible workplace and leave policies. Continue to cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

Step 5. Reintroduce Employees and the Public into the Workspace

The following phases were prepared with the goal of returning all HEParks facilities and their functions back to "business as usual" prior to the COVID-19 pandemic. Each phase was developed by adding onto the previous phase. These phases do not need to happen in sequential order. If necessary, based on the recommendations of the County, State, and Federal government, phases could be reversed to adapt to the situation. The phases do not necessarily coincide with the "Restore Illinois" phases.

Phase 1. Preparation – Closed to the Public

HEParks facilities and vehicles will be cleaned prior to Phase 2. Administrative staff and other limited supervisory staff (as determined necessary by Directors) are to report to work to ensure all necessary preparations, procedures, and equipment is in place. Developed work plans shall adhere to strict social distancing practices. Work plans could include staggered shifts, staggered breaks, and arrangements for employees to work remotely or other strategies to limit the number of employees working together. During this phase, it is imperative that staff observe all applicable procedures identified in Step 3, above.

The expected duration of Phase 1 is 3-5 days, or until all preparations are complete. It is important that all preparation in Phase 1 are completed before moving to Phase 2.

Phase 2. Implement Department Work Plans – Closed to the Public

Following completion of Phase 1, Work Plans developed in Step 4 will be implemented. Additionally, Directors shall:

- Encourage all employees who can work from home to continue to do so.
- Make arrangements for staff to train on how to use PPE, what PPE is necessary, how to properly put on, use, and take off PPE, and how to properly dispose of PPE.
- Educate staff about how they can reduce the spread of the virus (at work and at home) and their personal responsibilities in Step 3, above.
- Enforce the "no in-person meeting" rule with the public and at any HEParks facility. Meetings shall be conducted via conference call or an online meeting platform.
- Ensure employees are still following the Health Screening protocol including temperature checks.
- The expected duration of Phase 2 is contingent on the severity of the epidemic within the localized area. The Executive Director will utilize all available recommendations provided by the national, regional, and local authorities/experts in determining if advancing to Phase 3 of this Plan is appropriate.

Phase 3. Restricted Public

During Phase 3, HEParks will permit restricted public access to facilities. Restricted access means:

- All employees who can work from home should continue to do so.
- Visual screening for COVID-19 symptoms will occur by HEParks employees for any visitors. All concerns regarding symptomatic visitors, or unsafe behavior, should be reported to the Administrative Team immediately.
- Limiting/regulating the number of individuals from the public permitted to enter the building. The number of individuals permitted entrance could change periodically based upon the conditions observed in the community or applying the generally accepted practices created on knowledge of the COVID-19 virus.
- Meetings with the public within the HEParks office are by appointment only. All in-person meetings will comply with the 6-foot rule and will provide sanitizing products and pre/post-meeting cleaning measures.

- All visitors entering an employee accessed workspace/work area or meeting area within officeswill be required to wear a mask and adhere to the 6ft social distancing.
- Employees are still required to self-check their temperatures daily when reporting to work.

Additionally, during this phase, staff working remotely may be reintroduced to the facility as needed provided adequate social distance and sanitation measures can still be enforced. HEParks will perform tasks deemed low risk and necessary for departmental functions, and where social distancing can be observed.

The expected duration of Phase 3 is contingent on the severity of the epidemic within the localized area. The Executive Director will utilize all available recommendations provided by the national, regional, and local authorities/ experts in determining if advancing to Phase 4 is appropriate, or a return to a previous phase is required.

Phase 4. Open to Public – Normal Operations with Continued Social Distancing/Safety Protocol

The public will be permitted to enter the facility. Social distancing of 6-feet is still in place during this phase for visitors and remains a requirement for employees. This means providing services to the public with the possibility of limited on-site staffing.

- All employees who can work from home should continue to do so.
- Visual screening for COVID-19 symptoms will occur by HEParks employees for any visitors. All concerns regarding symptomatic visitors, or unsafe behavior, should be reported to the Administrative Team immediately.
- HEParks staff will perform job functions while maintaining social distancing.
- Employees are still required to self-check their temperatures daily when reporting to work.
- All visitors entering an employee accessed workspace/work area or meeting area within offices will be required to wear a mask and adhere to the 6ft social distancing.

The expected duration of Phase 4 will continue until the threat of contracting COVID-19 is considered nearly/entirely eliminated or until the risk of employee-to-employee infections is deemed minimal. If there is an epidemic recurrence, a previous phase may be more appropriate for re-implementation.

Phase 5. Open to Public - Normal Operations with Full Staffing

The last phase would be the phase that we formally knew as "business as usual" before the COVID-19 epidemic. The office will return to full-time staffing during regular business hours. The necessity for safety protocols (such as the 6-foot rule) and equipment (Plexiglas barriers, face masks/covering, or latex gloves) would be gradually phased out but the sanitizing of hands and office surfaces will remain as normal daily work procedure. If there is an epidemic recurrence, a previous phase will be re-implemented.

Return to Program Procedures

Procedures for General Programs

When possible, communication should not be face to face. Use of email, phone and virtual contact is encouraged. When we look at handling a situation, we must first say that safety comes before etiquette. This doesn't mean we toss consideration, respect and honesty out the window. But it does mean that how we interact and what is deemed "polite" or "acceptable" behavior will change during this time.

We are going to be creating more space between us and the world around us and that includes the people in it. It may feel weird but the faster we adapt and feel confident with these practices, the faster we can do our part to help stop this pandemic. Do not engage in any unnecessary communication with the public. If needed, refer them to call the HEParks office.

Drop off and pick up procedures

- Before entering the program facility, participants and anyone with them over the age of two must be wearing a mask or face covering when social distancing measures are difficult to maintain.
- Participants will be dropped off and picked up via curbside at the facilities. Some programs may require a parent/guardian to enter the building with a participant. We encourage everyone to use the curbside service to keep the number of patrons in our facility to a minimum.
- Once the participant has been dropped off, he/she will be escorted to their program by the staff.
- Temperature self-checks are to be complete before entering program.
- Label all items, including face masks. HEParks cannot be responsible for lost or stolen items.
- Contact the HEParks office if participant will be absent from a program and inform them if it is related to COVID –19.

Programs at Park Districts

Staff are expected to follow the HEParks procedures. Cleaning should take place prior to the program starting and upon completion. Routine cleaning should take place during program.

Visitors and activities (such as field trips) involving other groups are prohibited. Staff may need to modify programs to be set up for skills rather than contact.

Programs with food must serve meals in classrooms. Meals should not be family-style, each participant should have their plate prepared and have their own utensils.

In prioritizing the health and wellness of all, all swimming and splashpad use has been suspended until further notice. Health authorities continue to urge caution when it comes to whether water can help transmit coronavirus (COVID-19).

Staff must develop procedures that ensure adequate supplies for the number of participants in each group to minimize sharing of high-touch materials to the fullest extent possible. For example, staff will procure sufficient art supplies, assign equipment to a single participant or require participants to bring their own supplies etc. If there are not enough high-touch materials for each participant, staff must assure that materials are disinfected between uses and that participants wash their hands before and after using shared supplies.

Outdoor activities and sports

Social distancing should be encouraged whenever possible. Programs should have enhanced social distancing measures and should be held outside whenever feasible.

- Instructors should make hand sanitizer or hand washing stations available.
- Minimize sharing of high-touch equipment. If equipment is to be shared, instructors should sanitize between each use.
- Group sizes should be limited to 50 total participants (25 total participants, coaches and referees per team).
- Thirty feet of distancing should be maintained between groups and opposing team on the sidelines.
- Teams/groups should be static with no mixing of employees or groups for the duration of the season, if practical.
- Participants should bring their own source of water.
- Participants should wear a face covering when social distancing is not possible.

Fitness Center Procedures

Fitness Centers are permitted to reopen in Phase 4. Saunas, hot tubs and steam rooms will remain closed until Phase 5.

- Contact exercises are permitted providing participants are tested before starting the contact exercise and minimally every two weeks for the duration. Participants are limited to one location and the participants should kept static for at least 10 days.
- Common areas will be disinfected frequently. Any equipment should be sanitized after each use by participant. Sanitizing supplies will be provided near all equipment and exercise areas.
- The fitness center will be limited to 50% occupancy. If the area exceeded 50% occupancy during given time frames based on facility usage pattern, a system for reserving a time will be put in place.
- Multiple groups are permitted in a space at once provided there is a 30 foot distance between each group.
- Class schedule should minimize interactions between classes and allow for sanitizing between uses.
- Customers must wear a face covering when not exercising.

- A health screening should be completed before allowing entrance or before a class by asking whether they are currently exhibiting COVID-19 symptoms. If customer has any symptoms, they must wait to enter the premises until they are fever free for 72 hours and at least 10 days have elapsed since they first exhibited symptoms.
- Customers should maintain 6 feet of distance between other patrons not from the same household.
- Lap swimming will be permitted with one person per lane unless a member of the immediate household. The activity pool will remain closed for open swim.

Appropriate PPE equipment

Before caring for participants staff will receive training on when and what PPE is necessary, how to put on and take off PPE, limitations of PPE, and proper care, maintenance, and disposal of PPE.

PPE equipment that all staff will receive from HEParks:

- Face mask/face covering: Mask ties should be secured on crown of head (top tie) and base ofneck (bottom tie). If mask has loops, hook them appropriately around your ears.
- Face shield or goggles: Face shields provide full face coverage. Goggles also provide excellent protection for eyes.
- Gloves: Perform hand hygiene before putting on gloves.
- Plastic clothing covers: for large emergencies.
- Standard issued HEParks first aid kit
- Forehead thermometer: Use to take staff and participant temperatures.
- PPE that will be available at all Program spaces:
    - Hand Sanitizer
    - Antibacterial wipes: Use for cleaning surfaces.
    - Antibacterial spray: Use for cleaning surfaces.
    - Facial tissues: Use as needed.
    - Buckets for individual program supplies

Procedures for Participants and Staff

All participants and program staff will adhere to the social distancing regulations. Programs should have enhanced social distancing measures and should be held outside whenever feasible.

Cloth face coverings must be worn by all employees and participants over the age of two when social distancing measures are difficult to maintain. Face coverings may be removed for a short time when necessary, such as when playing a musical instrument, but must be worn at all other times.

Staff and participants must wash hands frequently using hot water and soap. If soap and water are not readily available. Staff should require frequent handwashing or use of hand sanitizer, if handwashing is not available, for the participants. This includes upon entry into the facility, before and after an activity, and is recommended on an hourly basis. Childcare and camp employees must supervise participants when using hand sanitizer.

Staff must wash their hands often, especially before and after the following duties:

- Before, during, and after preparing food
- Before eating food
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching garbage
- Before touching your eyes, nose, or mouth

Follow these five steps every time:

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them

How to use hand sanitizer

1. Apply the gel product to the palm of one hand (read the label to learn the correct amount).
2. Rub your hands together.
3. Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Note: Sanitizers do not get rid of all types of germs. Hand sanitizers may not be as effective when hands are visibly dirty or greasy.

COVID-19 Diagnosis

If a staff member or participant has been diagnosed with COVID-19, they may not return to any District facility until:

- They receive a negative test a minimum of 14 days after their positive test

OR

- They receive two negative tests 48 hours apart 10 days after their positive test.

Any staff member or participant that has come in close contact (within 6 feet for 15 minutes or longer) with someone that has been diagnosed with COVID-19 must self-quarantine for 14 days.

Routine cleaning and disinfecting

Maintenance staff will deep clean regularly and frequently throughout the day. Rooms will be completely sanitized prior to another group being allowed to use the space making use of sanitizing foggers where appropriate. This includes tables, doorknobs, light switches, countertops, handles, sinks, faucets, toys, and recreation equipment. Staff must maintain an adequate supply of disinfectant, hand sanitizer, and paper towels to have available.

Personal Space

In wake of the COVID-19, the concept of respecting personal space around the world has been redefined. Whether acting under government orders or following basic public health advice, people all around the world are putting distance between themselves to keep the coronavirus at bay. The new rules of engagement call for maintaining a gap of six feet to prevent possible exposure when an infected individual coughs or speaks. Therefore, no touching interactions such as hugging, shaking hands, high fives, etc.

Proper covering of sneezing and coughing

Cover your mouth and nose with a tissue when coughing or sneezing or cough/sneeze into your elbow. Use the nearest waste receptacle to dispose of the tissue after use. Perform hand hygiene after having contact with respiratory secretions and contaminated objects/materials.

Participant Health Screens

Health screenings for participants will be self-check, on a daily basis prior to program. Health screenings should be verified but no medical information will be documented. Guardian assistance will be required, if participant is not able to conduct self-check on their own.

Participant Responsibilities

- If any of the below symptoms, participant will be required to stay home.
    - Fever or chills
    - Cough
    - Shortness of breath or difficulty breathing
    - Fatigue
    - Muscle or body aches
    - Headache
    - New loss of taste or smell
    - Sore throat
    - Congestion or runny nose
    - Nausea or vomiting
    - Diarrhea

- Temperature self-checks before entering programs. Self-check at home and communicate that temperature is under the max temperature of 100.4 degrees when they arrive at program. This can be verbal or written, will be based on participant abilities and needs.
    - Identification of any close contact (within 6 feet for 15 minutes or longer) in the last 14 days with someone with a diagnosis of COVID-19
    - Identification of anyone who has travelled internationally or domestically in the last 14 days
    - Health guidelines are to be explained to all participants and staff, in an age-appropriate manner.
    - Staff must teach and model social distancing, creating space, and avoiding unnecessary touching, in an age-appropriate manner.

Required Cleaning for all HEParks Program Spaces

Routinely clean and disinfect frequently touched surfaces. Follow guidelines for each area.

- Bathroom – Clean at dedicated interval
- Door handle
- Faucet/toilet handles
- Garbage lid
- Light switch
- Soap dispenser
- Office – Clean at the end of each day
- Computer keyboard and mouse

- Copier
- Light switch
- Phone
- Chair arm rests
- File cabinets/storage cabinets
- Hallway – Clean at intervals through the day
- Door handles/Push handles Kitchen – Clean after each use
- Appliances used
- Countertops
- Handles (cabinets, door, drawers, microwave, refrigerator/freezer, etc.)
- Light switch
- Utensils and pots/pans
- No plastic or paperware will be provided for staff use.
- Rooms – Clean after each use
- Equipment used
- Chairs
- Door handle
- Light switch
- Table

Properly dispose of gloves.

Garbage will need to be tied before it is pulled from the container. Wash hands when finished cleaning of anything.

HEParks Storerooms

Before removing anything from the storeroom it must be disinfected, left on the item for 1 minute and dried. Staff must develop procedures that ensure adequate supplies for the number of participants in each group to minimize sharing of high-touch materials to the fullest extent possible. For example, staff will procure sufficient art supplies, assign equipment to a single participant, etc. If there are not enough high-touch materials for each participant, staff must assure that materials are disinfected between uses and that participants wash their hands before and after using shared supplies.

Whole Team Cooperation

A successful restoration of HEParks operations cannot occur without the full cooperation of all its employees. Cooperation means working together to achieve a common goal, which is to provide comprehensive public service without sacrificing the health and safety of our employees and participants. In the workplace, this means a healthy environment in which employees work together to achieve both professional and organizational objectives.

This manual for restoring operations, shall be followed to ensure the purpose of the document is being fulfilled, that is to protect employees and the public and reduce the spread of COVID-19. This plan shall be followed by the Administrative Team and employees and can only be modified by the Executive Director or his/her designee. Each time an employee modifies, makes an exception or does not enforce a procedure outlined within, it erodes the effectiveness of the plan and puts individuals at risk.

Resources

Resources to stay up-to-date on COVID-19 Development.

Websites

Centers for Disease Control: CDC https://www.cdc.gov/

World Health Organization: WHO https://www.who.int/

U.S. State Department: State Dept https://www.state.gov/

Illinois Dept. of Public Health: IDPH http://www.dph.illinois.gov/

Articles

CDC – How to Protect Yourself
Source: https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html

CDC – How it Spreads
Source: https://www.cdc.gov/coronavirus/2019-ncov/prepare/transmission.html

Proper Hand Washing
Source: https://www.cdc.gov/handwashing/when-how-handwashing.html

Coronavirus Symptoms, or Something Else?
Source: https://www.cnn.com/2020/03/11/health/coronavirus-cold-allergies-flu-difference-symptoms-wellness-trnd/index.html

PDF's Located on BambooHR in Files section

OSHA 3990-03 2020 Guidance for Preparing Workplaces for COVID-19 Source:

https://www.osha.gov/Publications/OSHA3990.pdf

State of Illinois Executive Order in Response to COVID-19 (Executive Order No. 8)

Source: https://www2.illinois.gov/Documents/ExecOrders/2020/ExecutiveOrder-2020-10.pdf

OSHA Alert: Prevent Worker Exposure to Coronavirus (COVID-19) Source:

https://www.osha.gov/Publications/OSHA3989.pdf

Workplace Procedures

Although no plan can guarantee full and immediate resumption of operations given the unknown impact of COVID-19, creating a sound framework as well as implementing strong processes and controls is the first priority. These processes and controls will help prepare employees to handle and manage restoration of operations while protecting staff and the public and avoiding the spread of the virus.

Classification of Employees

Using the risk level categories developed by OSHA, District employees fall into either the Medium Exposure Risk or the Lower Exposure Risk category. Employees that work directly with the public are at Medium exposure risk due to their frequent and/or close contact with the general public. Employees that work primarily in jobs where contact with patrons is less common are in the lower exposure risk category.

Appropriate Personal Protection Equipment (PPE)

All Employees are required to wear face-coverings when not in their private office or alone in an area designated for meals. Employees are responsible for ensuring:

- Consistently and properly worn when required.
- Regularly inspected, maintained and replaced as necessary.
- Properly removed, cleaned, stored and disposed of, as applicable.

Employees will be permitted to wear their own PPE, such as homemade face covering device, provided the design permits the employee to perform their job duties and is made of an appropriate material for the workplace.

Limit Contact with High Touch Areas

Doors: If the facility is closed to the public interior doors can remain open. Once the facility is accessible to the public, doors leading to public areas must remain closed but doors that separate non-public areas will be permitted to be propped open.

Informational Materials: Until such time as we are returned to normal operations, no periodicals, applications, brochures, etc. should be in public areas. These materials shall be distributed only by personnel.

Furniture in Public Areas: All use of lobby and other public area furniture will be monitored. Removal of the furniture may be necessary to deter congregation of people and limit surface areas that can be touched.

Health Screening – Temperature Checks

Employees physically working at any HEParks facility and patrons entering that facility shall ensure they follow the guidelines below prior to entering any District facility. Attendance certifies compliance with the required screening. Health Screening will be conducted as follows:

- Self-symptom check at home. If any symptoms are identified, employees must contact their supervisor and participants will be required to contact the HEParks office to inform them of the illness and whether it is related to COVID-19. Anyone exhibiting the following is required to stay at home. If symptoms resolve in 24 hours, the employee may return to work after 48 hours from symptoms appearing. Otherwise, the employee should be tested before returning to work.

- Self-administered temperature checks will be done by each employee daily. If an employee does not have a thermometer, one is available at each facility for self-checks. Sanitize the thermometer before and after each use.
  - Fever or chills
  - Cough
  - Shortness of breath or difficulty breathing
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
- Identification of anyone who has travelled internationally or domestically in the last 14 days.

If a staff member or participant has been diagnosed with COVID-19, they may not return to any District facility until :

- 10 days beginning the day after the symptoms first appeared
- 24 hours with no fever without the use of fever reducing drugs
- Other symptoms of COVID are improving

Any staff member or participant that has come in close contact (within 6 feet for 15 minutes or longer) with someone that has been diagnosed with COVID-19 must self-quarantine for 14 days. The 14 days begins the day after last exposure.

Social Distancing

Social distance shall be observed at all HEParks facilities until otherwise determined by the County, State or Federal government.

- Stay at least 6 feet from other people.
- Do not gather in groups exceeding the current guidelines.
- No external meetings.
- Refrain from in person visitations, telephone and teleconferencing should be used.
- Refrain from traveling through other staff areas unless necessary.

Employee Responsibilities

- Clean and sanitize communal vehicles, equipment and appliances before and after each use.
- Processing daily mail and packages requires gloves and disinfectant. Dispose of envelopes and packaging immediately.
- Masks should be worn in all common areas at all times.
- Wash hands regularly with soap and water at a minimum on an hourly basis. When washing is not possible, hand sanitizer containing at least 60% alcohol shall be utilized.
- Avoid touching eyes, nose and mouth.

- Clean personal workspaces on a regular basis. Emphasis should be placed on shared surfaces.
- Avoid using other employee's supplies, equipment, phones, etc. If it is necessary to share equipment, it must be cleaned before and after use.
- Eat in personal work area when possible or in designated areas limited to one employee at a time. After eating, wipe down all surfaces used (chair, table, countertop, etc.)
- No communal food or beverages.
- Use proper hygiene etiquette:
    - Cover mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
    - Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.

Whole Team Cooperation

A successful restoration of HEParks operations cannot occur without the full cooperation of all its employees. Cooperation means working together to achieve a common goal, which is to provide comprehensive public service without sacrificing the health and safety of our employees and participants. In the workplace, this means a healthy environment in which employees work together to achieve both professional and organizational objectives.

This manual for restoring operations, shall be followed to ensure the purpose of the document is being fulfilled, that is to protect employees and the public and reduce the spread of COVID-19. This plan shall be followed by the Administrative Team and employees and can only be modified by the Executive Director or his/her designee. Each time an employee modifies, makes an exception or does not enforce a procedure outlined within, it erodes the effectiveness of the plan and puts individuals at risk.

Acknowledgement of Understanding

I have read and agree to comply with the terms of this policy governing the use of the Hoffman Estates Park District computer network. I understand that violation of this policy may result in disciplinary action, including possible termination and civil and criminal penalties. All staff are expected to have knowledge of these procedures and are required to report violations to their Division Director or the Human Resources Manager. The District takes the issue of COVID-19 seriously, those who work in a District facility must be aware that they can be disciplined if they violate this policy. Upon violation of this policy, an employee of the District may be subject to discipline up to and including dismissal.

____

Signature Date

____

Printed name

Resources

Resources to stay up-to-date on COVID-19 Development.

Websites

Centers for Disease Control: CDC https://www.cdc.gov/
World Health Organization: WHO https://www.who.int/
U.S. State Department: State Dept https://www.state.gov/
Illinois Dept. of Public Health: IDPH http://www.dph.illinois.gov/

Articles

CDC – How to Protect Yourself
Source: https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html

CDC – How it Spreads
Source: https://www.cdc.gov/coronavirus/2019-ncov/prepare/transmission.html

Proper Hand Washing
Source: https://www.cdc.gov/handwashing/when-how-handwashing.html

Coronavirus Symptoms, or Something Else?
Source: https://www.cnn.com/2020/03/11/health/coronavirus-cold-allergies-flu-difference-symptoms-wellness-trnd/index.html

OSHA 3990-03 2020 Guidance for Preparing Workplaces for COVID-19 Source: https://www.osha.gov/Publications/OSHA3990.pdf

State of Illinois Executive Order in Response to COVID-19 (Executive Order No. 8)
Source: https://www2.illinois.gov/Documents/ExecOrders/2020/ExecutiveOrder-2020-10.pdf

OSHA Alert: Prevent Worker Exposure to Coronavirus (COVID-19) Source: https://www.osha.gov/Publications/OSHA3989.pdf

Hoffman Estates Park District
Procedure for Selling Tickets in RecTrac

1.079 Procedure for Selling Tickets in RecTrac

A. The Park District may have tickets for sporting and cultural events available for resale to the public from time to time. This must be done through Global Sales in RecTrac. Tickets may also be offered as a way of registration for Park District events such as Golf Tournaments.
B. Program managers wishing to sell resale tickets must provide the following information to the businessd department at least 5 working days prior to first sale date for the tickets they have purchased:
   1. Type of tickets available for resale.
   2. Number of tickets available for resale. The tickets may be entered as 1-20 if the ticket numbers are not available, or they can be entered with the actual ticket numbers such as Section 1 Row 1 Seats 1-20.
   3. Price of tickets for resale.
   4. Dates tickets will be available for resale.
   5. Revenue code ticket sales are assigned to and whether or not discounts are allowed on the sale of these tickets.
C. Program managers wishing to sell tickets as a form of registration to a Park District event must provide the following information to the business department via the work order system, at least 5 working days prior to the anticipated sale begin date:
   1. Type of event being held.
   2. Date and time of event.
   3. Max number of tickets to be sold.
   4. Price of tickets.
   5. Dates tickets will be available for sale.
   6. Revenue code ticket sales are assigned to and whether or not discounts are allowed on the sale of these tickets.
   7. If tickets are being sold on the web or only at desk locations. If being sold on the web, include a description of the event.
   8. Any questions that participants must answer for registration (ex. contact email)
D. Front desk staff will then be able to sell these tickets through Global Sales in RecTrac. Staff will not be able to access ticket sales through TouchPOS.
   1. Select Processing>Global Sales in RecTrac.
   2. Select the Household purchasing the tickets.
      a. Once the Household has been selected
      b. Select the POS Ticket tab at the top of the screen to view all available tickets.
      c. Select the Ticket ID you wish to sell and select the family member below whom you wish to sell a ticket. You are able to select multiple family members at once if you wish to sell multiple tickets. Select Add To Cart if you wish to sell the first available ticket(s) to the customer.
   3. If you wish to sell a specific ticket to a customer, check the "Manually Select Individual Tickets" box in the middle of the screen and click the Add to Cart

button. A screen will pop up where you will select the ticket to assign to the customer. Once you have selected a ticket, select “Single Ticket Sale” add it to your cart.

4. Proceed to the payment screen by clicking the payment button at the bottom to complete the sale.

E. Contact your supervisor or the business department if you have any questions or concerns while selling a ticket.

F. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____2008_________ _________Dean Bostrom______________

Revision Date: _____4/1/13_______ _________DBostrom________________

Revision Date: _____12/01/17_____ _________D.Bostrom/C.Talsma________

Review: DRB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Acceptance of Cash

1.201 <u>Acceptance of Cash:</u>

A. Anytime a $10, $20, $50, or $100 bill is accepted at the Hoffman Estates Park District, inspection of the bill to validate its authenticity must be made.

1. Inspect the bill for small red and blue fibers and the hologram.
2. Check each bill for the security strip imbedded in the paper. The strip should say USA and, depending on the year the bill was printed, have the denomination either numerically or alphabetically on the strip.
3. Utilize the counterfeit detection pen at the register and mark the bill to verify its authenticity.
    a. A black mark means the bill may be counterfeit. Do <u>not accept</u> any black marked bills. The bill should be returned to the customer and explained that it may be a counterfeit bill and that they should take it to a bank for confirmation.

B. The Hoffman Estates Park District does not, in any facility, make change for a $50 or $100 bill when district services have not been rendered.

C. The Hoffman Estates Park District will not accept any currency larger than a $100 bill.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	January 21, 1999	Dean Bostrom / Craig Talsma
Revision Date:	1/3/05	Dean R. Bostrom
Revision Date	9/20/10	DRB
Revision Date:	4/4/13	CTalsma/DBostrom
Revision Date:	7/18/19	CTalsma___________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Satisfaction Guarantee Policy

1.202 Satisfaction Guarantee Policy

A. Introduction

Studies have documented the high cost of losing a customer and the value of a satisfaction guarantee both from a public relations and fiscal standpoint. Our goal is to develop services of the highest possible quality and deliver them in a manner that meets the expectations of our residents and customers.

A guarantee is a powerful tool, both for marketing service quality and for achieving it. The guarantee is motivation for us to improve program and service quality, a source of feedback from dissatisfied customers, and a means to rectify any problems with our services. It is a way to earn the trust of our customers, to encourage them to try new program, and to convey to them an understanding that the district stands behind its services.

B. Our Customer Service Pledge

If a customer is not satisfied with any recreational program, event or activity the district provides due to the quality of instruction, the child's inability to adapt emotionally to the class, or the skill level is not appropriate for the participant a refund or household credit will be made. The refund or household credit will be 100% without service charge. Trips, memberships and league fee will be pro-rated.

C. Refund/Credit/Transfer Procedures

Remember our goal is to satisfy each participant. Be pleasant, patient, friendly and accommodating. If at any time you feel a supervisor would better handle the situation, ask for their assistance.

By following these step by step procedures, we can successfully accommodate all participants. These steps should be followed in the order listed:

1. Determine if the reason for the request is medical or dissatisfaction or other.

   MEDICAL

   - Medical requests after the start of class require a doctor's note and will be prorated accordingly. No additional processing fee will be charged.

- Medical requests prior to the start of class will not require a doctor's note; however, a $5.00 processing fee will be required. This fee will be waived if a doctor's note accompanies the refund request.
- All appropriate refund forms must be completed and necessary doctor notes attached which will be kept on file.
- Refunds are processed by the registration department as defined in Policy 1.206

DISSATISFACTION

- Participants are required to attend 2 classes but must request the refund prior to the 3rd class.
- Participants must be dissatisfied with:
  - The quality of instruction
  - The child's inability to adapt emotionally to the class
  - The skill level is not appropriate for the participant
- All appropriate refund forms must be completed and the necessary comments completed which will be kept on file.
- All Satisfaction Guarantee refunds will be 100% and without processing fee.
- Refunds are processed by the registration department as defined in Procedure 1.206

OTHER

- $5.00 fee will be charged for all other refund requests
- No refunds will be offered after the first class unless the request falls within the Satisfaction Guarantee Policy or is a medical refund request.
- No refunds will be issued for under $5 but a household credit will be given.
- Non-refundable processing fees for Preschool - $35 and STAR - $25.

Approval Date: 3/9/98 Dean R. Bostrom

Revision Date: 8/26/03 Dean R. Bostrom

Revision Date: 12/01/17 Dean R. Bostrom

Revision Date: 8/01/19 C.Talsma

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Cashier Over/Short Reporting

1.204 Cashier Over/Short Reporting

A. The following form is to be used by business department staff to notify staff and their supervisors of overages or shortages of $10.00 or more in their shifts.

1. Business department staff will fill out the employee's name, date, shift, and the amount of the overage or shortage.
2. Business department will sign the form.
3. Business department will keep a copy for the records, and forward the original to the employee's supervisor.

B. The employee's supervisor will notify the employee.

1. The supervisor will notify the employee and show him/her the form.
2. The employee may fill out the 'Employee comments' section of the form.
3. The employee must sign and date the form signifying he/she has been notified of the discrepancy.
4. The employee's supervisor must sign and date the form, signifying he has informed the employee.
5. If the employee refuses to sign the form, the Division Director must be brought in to witness the warning and subsequent refusal to sign. The Division Director must then sign and date the form.
6. The supervisor then forwards the original form to the Cash Control Associate who will forward the form to the Human Resources Manager to be placed in the employee's personnel file.

C. The employee's failure to satisfactorily balance his/her cash drawer will result in disciplinary action up to and including dismissal.

Approval Date: __3/31/99__ ______Craig Talmsa/Dean R. Bostrom_____

Revision Date: ___9/20/10____ _______DRB_________________________

Revision Date: ___7/18/19____ _______C.Talsma______________________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Purchasing

1.205 <u>Purchasing Items</u>

A. Authorization

1. Up to $1,000 requires approval by department managers.
2. Up to $5,000 requires approval by division director.
3. Up to $15,000 requires approval by finance director.
4. Up to $25,000 requires approval by executive director.
5. All purchase orders (PO) must correspond to budgeted amounts.
6. All budgeted purchases over $1,000 but let less than $5,000 require at least three (3) competitive quotes whenever possible.
7. All budgeted purchases over $5,000 but less than $25,000 require three (3) competitive written quotes whenever possible, or may still be bid if in the best interest of the District.
8. All unbudgeted purchases require authorization of Finance Director.
9. All PO must be coded to the GL account number where the funds are budgeted.
10. Employees may make a purchase within their spending authorization, without prior approval, so long as a purchase order is submitted within 24 hours of the purchase.
11. In the event of an emergency (such as risk of personnel, property, or financial loss), a purchase may be made without a PO ***after*** verbal or written approval from a District staff member with the authority to authorize the expenditure based upon the levels listed above.
12. Purchasing in excess of one's authorization limit is strictly prohibited.
13. Any purchase of $25,000 or more requires adherence to bid procedure, 1.023.

Purchase orders (PO) are required for any purchase made for the District. All purchase orders must be requested electronically in accordance with Procedure # 1.248, Electronic Requisition Procedure.

B. Purchase Orders

1. All required approvals must be obtained before any purchase is made.
2. Once goods and/or services have been received, appropriate receipt documentation (i.e. bill of laiding, shipping receipt, receipt, packing slip, invoice included with shipment, etc.) must be submitted to the Business Office.
3. Quantity and description must match PO and receipt documentation. Any backordered items should be noted as not yet received.
4. Backordered items should have receipt documentation forwarded to the Business Office after receipt of goods to be matched to the previously submitted PO. Please reference the PO number on the backorder receipt documentation.

Review: CET 7/18/19

5. All invoices must be mailed to the attention of the District's Accounts Payable Department.

C. Prevailing Wage Act

Purchases made with a contractor or service where labor is supplied must have a District PO sent to the vendor prior to any work beginning. This is to ensure compliance with Public Act 96-0437 which requires public bodies awarding contracts to provide the contractor with written notice on the purchase order or other separate document that the project is subject to the Prevailing Wage Act when a public works project is awarded without a public bid, contract or project specification.

D. Payment Processing

1. Paperwork must be handed into the Business Office within 24 hours of receipt of goods and/or services. Never hold documentation after goods or services have been received.
2. Invoices received by the 5th of each month will be paid at that month's board meeting if all documentation is in order.
3. Upon receipt of invoice, the Business Office will match the invoice to the PO and process payment.
4. The Business Office should never receive invoices prior to a purchase order being generated.
5. The Business office will keep track of any PO submitted that has not received a matching invoice to be processed for payment. The originator of the PO will be notified when the invoice is two months outstanding.
6. The Business office will run monthly reports to verify that no invoices have been received without a properly approved PO.
7. The first time the Business Office identifies a transaction without a properly approved PO **and/or** a transaction where invoice paperwork was not timely submitted, a documented verbal warning will be issued to the originator. Subsequent violations will result in written warning(s). If three (3) warnings are issued to the same employee, his/her purchasing authority on behalf of the District will be further limited and/or removed at the discretion of District Administrative Staff.

E. District Credit Card Purchase

1. All requests to utilize District VISA/AMEX/Capital One for purchase request must be submitted electronically please see Procedure # 1.248, Electronic Requisition Procedure.

F. Manual Checks

1. Manual (interim) checks may be requested in accordance with procedure 1.208.

Review: CET 7/18/19

G. Prepayment of Goods and Services
   1. May be done if the PO is approved by the Finance Director.

H. PO may be established utilizing annual budget amount for re-occurring bills that are authorized by usage. (i.e. utilities, phone, disposal, alarm, rentals, medical reimbursement, premiums, etc.)

I. Failure to adhere to this procedure will result in disciplinary action in accordance with the District's Non-Compliance Procedure, up to and including dismissal.

Approval Date: _____2/5/10_______ ____Dean R. Bostrom___

Revision Date: _____05/26/2015___ ___Dean R. Bostrom_____

Revision Date: _____12/01/2017___ ___Dean R. Bostrom_____

Revision Date: _____7/18/19______ ___C.Talsma___________

Review: CET 7/18/19

Hoffman Estates Park District
Procedure for Transfers, Credits, Refunds

1.206 Transfers, Credits, Refunds

A. There will be a processing fee for all refunds.

B. No refunds will be offered after the first class unless the request fall within the Satisfaction Guarantee Policy as redefined or there is a medical reason with a doctor's note.

C. Front Desk Staff will have participant/registrant completely fill out "Request for Transfer/Credit/Refund" form. Staff is responsible for the full completion of the form.
The following must be completed:
   1. Transfer, apply, refund section must be "checked".
   2. Household information including name and address.
   3. Program name, number, and section.
   4. Reason for request and number of classes attended/last day of preschool.

D. All requests for **refunds** will be processed entirely by the Finance and Administration (F&A) staff .
   1. Have participant/registrant complete refund form if prior to class start, medical or falls within Satisfaction Guarantee
   2. Remind participant that there is a processing fee and/or explain that there are no refunds after the class has started unless there is a Satisfaction Guarantee issue or a medical note.
   3. Front Desk Staff will forward completed paper work to the Administrative Registration Associate, in their absence the FT Registrars or Cash Control Associate will process.

E. Front Desk Staff will process Transfers as requested through the RecTrac System.
   1. To transfer Class to Class or Waitlist to a DIFFERENT class
      - Select Home/Global search for household
      - Select participant in the family member section
      - Select purchase history
      - Search for class to transfer and highlight
      - Select the change tab
      - In the dropdown box select chg/trf Item
      - Type new number in the item change box
      - Hit continue, the new activity will now appear in the shopping cart
      - Select payment which will bring you to the payment screen

   2. Waitlist to same class (CAN ONLY BE DONE WITH PROGRAM MANAGER'S APPROVAL. MUST INITIAL TRANSACTION).
      - Select Home/Global search for household
      - Select participant in the family member section
      - Select purchase history
      - Search for the waitlisted class and highlight
      - Select the process tab

- In the dropdown box select wait list enrollment
- Hit continue and the activity will now appear in the shopping cart
- Select payment which will bring you to the payment screen

F. Front Desk Staff will provide information for the section titled “Registrar/Front Desk Use Only”.

1. Complete the “Processed by” with your last name.
2. Date registered is required to verify check clearance.
3. Fee paid may differ from amount applied or refunded if dealing with a transfer to another program of greater or lesser value.
4. Credit cards cannot be credited without a credit card number (located on household transaction screen) and expiration date. (Credits will be issued by the F&A Staff only).
5. Please note that all refunds are returned in the same tender in which payment was made.

G. Participant/Registrant receives receipt of transaction generated by the printer for the transfer. If participant/registrant is not present, attach receipt to first two pages of form. The first and second pages of this form should be forwarded to Administrative Registration Associate, in their absence the Cash Control Associate will process.

H. Please note in writing on the form above the Registrar/Front Desk Use Only box if this transfer has resulted in an opening in that particular class. The Registrar will contact the waiting list.

I. There will be a service charge for all refund requests with the exception of Medical (with a doctor’s note) or Satisfaction Guarantee. Medicals will be prorated as appropriate.

J. There are no refunds after the start of class unless they fall within Satisfaction Guarantee or have a medical reason with a Doctor’s note.

H. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Original Approval Date:	March 31, 1999	
Revision Date:	**June 14, 2000**	______________________________
Revision Date:	**August 11, 2003**	**_____Dean R. Bostrom________**
Revision Date:	3/19/13______	**_____Dean R. Bostrom________**
Revision Date:	12/01/17_____	**_____Dean R. Bostrom________**

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Interim Check Request

1.208 Interim (Manual) Check Request Procedure

Interim checks are to be utilized only when the ability to use normal monthly approval/purchasing procedures cannot be done in a timely manner. Checks are done every Thursday. All requests must be in and approve by supervisor by Thursday morning for manual check to be processed on that Thursday.

1. Full time employee must submit a requisition (see requisition procedure 1.248), ensuring to code the requisition as manual.
2. The following is a list of what interim checks should be.
   - Pensions/state/federal government obligations
   - Insurance premiums/reimbursements
   - Petty cash
   - Account transfer
   - Past due invoices requiring immediate payment
   - Contractual instructor
     a. Contractual vendors who perform instructional services require additional time to verify the invoice documents and registrant information. Payment documentation requests, including approved PO, must be submitted no later than 9am on Wednesday to be processed for payment on Thursday.
   - Utilities
   - Vendors offering payment incentives
   - Checks required prior to next regularly scheduled board meeting.
3. Documentation must be submitted to the business department noting in the upper left hand corner of the documentation that it is requested as an interim (manual) check request.
4. Requests must be completed in conjunction with purchasing procedure 1.205.
5. Approval is not guaranteed due to staff missing board cut off due to poor planning or not making an effort to submit their invoices on time.
6. All properly completed/approved requests received in Accounting in accordance with the above will be disbursed on Thursday.
7. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	5/20/99	______________________
Revision Date:	11/14/00	Dean R. Bostrom/Talsma
Revision Date:	8/18/08	Craig Talsma
Revision Date	4/4/13	D. Bostrom, Exec Dir/CT

Review: NH 6/09/21

Reviewed by Admin Staff and CT 9.2022

Revision Date:	12/01/2017	___Dean R. Bostrom___________________
Revision Date:	__07/18/19__	__________C.Talsma__________________
Revision Date:	__06/09/21__	__________N.Hopkins_________________

Review: NH 6/09/21

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Time Sheets

1.209 Time Sheets

A. Time sheets may only be used when employees are working off site otherwise all employees are expected to clock in/out using the district electronic time clocks

B. Each week runs from Saturday through Friday.

C. All time sheets must be entered into FinTrac by Monday of payroll week by 12:00PM

D. Employee's Responsibility
   1. Each time sheet must specify hours and programs worked by day and date.
   2. Time sheets must be totals by category
   3. Each employee must put name and employee number (first three letters of last name and last four digits of social security number) on time sheets.
   4. Employee must sign time sheet.
   5. Time sheets must be turned in every two weeks.

E. Manager's Responsibility
   1. Managers must verify totals and enter rate of pay for each category and the employee's account number.
   2. Managers must enter time sheets in FinTrac and approve.

F. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	__3/31/99_____	___________________________________
Approval Date:	___11/01/00___	_____Dean R. Bostrom/Talsma______
Revision Date:	____10/20/08__	_____Bostrom/Talsma________________
Revision Date:	4/4/13	D.Bostrom, Exec Dir/Talsma
Revision Date:	7/18/19	_________C.Talsma________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Monthly Physical Inventory

1.210 Monthly Physical Inventory

A. A monthly physical count of all resale items must be made at every month end. This includes: food, beverages, clothing, and sporting equipment being sold at any facility or event help by the District.

B. The physical count must be performed after close of business on the last day of the month. The physical count is to be performed by staff that is not responsible for the purchasing of the inventory items.

C. The physical count must be entered into RecTrac under POS Management>Inventory Posting using the "Physical Count" option and "Default Date" of the date the physical inventory was taken.

D. Obsolete, damaged, or waste items should be properly noted in writing so that they may be removed from inventory and properly written off.

E. The inventory valuation report from RecTrac must be printed and submitted to the Superintendent of Business by the 5th of the following month.

F. Failure to adhere to this procedure will result in disciplinary action in accordance with the District's Non-Compliance Procedure, up to and including dismissal.

Approval Date:	May 3, 1999	Dean Bostrom / Craig Talsma
Revision Date:	1/3/05	Dean R. Bostrom
Revision Date:	1/3/12	Dean R. Bostrom
Revision Date:	12/01/17	Dean R. Bostrom

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Check Acceptance

1.211 <u>Check Acceptance Procedure</u>

A. All checks received as payment for goods and services at the district are to be processed as follows:
   1. Checks are to be accepted for exact amount of purchase only.
   2. Verify that the numeric amount and written amount match the amount due.
   3. Check payment type must be selected when processing payment.
   4. Verify that the name on the check matches the household in which payment is being processed.
   5. When accepting a check for POS item, verify the name and address on the check to either a state issued photo ID or driver's license.
      a. Correct any changes in address
      b. Insure that a correct phone number is on the check. If none is printed, ask for one and write it in.
      c. Write down the identification (i.e. driver's license number or state ID number) on the check.
   6. Enter the check number and last name of the individual on the payment reference line.
   7. Immediately stamp the check with the restrictive endorsement stamp ("Deposit Only") that is at the register and include in your drop at shift end.

B. The district does not cash personal checks.

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Date Approved:	__3/31/99______	____________________________________
Date Approved:	___11/15/00____	_______Bostrom/Talsma____________
Revision Date:	____5/20/05____	________DRB_______________________
Revision Date	9/20/10	DRB
Revision Date	12/01/17	DRB

Review: CET 07/15/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for District Credit Card Purchasing

1.212 Procedure for Using VISA/AMEX/Capital One Charge Card

A. Sign out for the VISA/AMEX/Capital One charge card is in the Business Department, or designated staff within the facility determined by the director of finance.
B. Specify the date, PO number and vendor on the sign out sheet.
C. All purchase~~s~~ require a Purchase Order.
D. Return the card and the charge receipt to the business department with PO number written on receipt.
E. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	___3/6/00___	_____Bostrom_______________________
Revision Date:	____8/18/08	________Craig Talsma_______________
Revision Date:	___4/4/13___	_______D. Bostrom, Exec Dir/Ct________
Revision Date:	___07/15/19___	_______C. Talsma, Exec Dir___________

Review: CET 07/15/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Using A Vendor's Card

1.213 Using A Vendor's Card

A. Sign out for a specific vendor charge card in the Business Department.
B. Human Resource Manager can verify which staff members are authorized for using the various in-house charge accounts.
C. Specify the date and time this card will be returned.
D. Any purchases over $100 require a Purchase Order.
E. Return the card and the charge receipt with the proper expense code and approval signature to the Business Department.

Approval Date: ___3/8/06________ _______Bostrom_____________________

Revision Date: ____8/18/08______ ________CT/Bostrom________________

Approval Date: _____________ _________________________________

Revision Date: _____4/15/13_____ ______D./Bostrom, Exec Dir/CT________

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Using a Vendor's Card

1.213 Using a Vendor's Card

A. FT staff with purchasing authority are authorized to use the various in-house charge accounts.
B. Utilizing the BSA PO system, completed an electronic requisition.
C. Upon receiving an approved PO, sign out the specific vendor charge card from the business department.
D. Specify the date and time this card will be returned.
E. Return the card and the charge receipt with the PO number to the Business Department.
F. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___3/8/06________ _______Bostrom_____________________

Revision Date: ____8/18/08______ ________CT/Bostrom________________

Revision Date: _____4/15/13_____ ______D./Bostrom, Exec Dir/CT________

Revision Date: _____7/18/19_____ ______C.Talsma_____________________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Petty Cash

1.214 Petty Cash Procedure

Petty cash is for unexpected costs that employees had no choice but to pay for out of pocket. (Examples tolls, parking fees, postage etc.) Petty cash is not intended so employees can make purchases without having to wait for approval or save time by not having to stop and sign out vendor's cards or so that unauthorized part time employees can make purchases for the facility. Petty cash is for full time or permanent part time employees only.

1. Employees seeking reimbursement for an expense from the Park District must fill out a petty cash form have their supervisor sign and turn the form in to the Superintendent of Human Resources. (Cannot have third party turn in form.)
2. Amounts should not exceed $50 per week for each facility.
3. Petty cash reimbursements will not be made if receipt is from an established Park District vendor. (Target, Dominick's etc.)
4. Employee will not be reimbursed for sales tax.
5. Upon receiving the reimbursement the employee being reimbursed must sign the received by line on the petty cash form. (Cannot have third party pick up reimbursement.)
6. Employee is not guaranteed same day reimbursement (example if petty cash is running low they might have to wait until funds are replenished or if the Superintendent of Human Resources is out of the office.)
7. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___5/25/05___ _____C. Talsma/D. Bostrom_______

Revision Date: ___9/20/10___ ______DRB_______________________

Revision Date: ____4/14/13_____ ______D. Bostrom, Ex Dir/CT__________

Revision Date: ____12/01/17_____ ______D. Bostrom, Ex Dir/CT__________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Holiday Pay for Full Time Non-Exempt Employees

1.215 Holiday Pay for Full Time Non-Exempt Employees

A. FT non-exempt employees who work 5-8 hour shifts, will be paid 8 hours of regular holiday pay.
B. FT non-exempt employees who work 4-10 hour shifts, will be paid 10 hours of regular holiday pay.
C. Any full time non-exempt employee that is required to work a holiday will additionally be paid overtime (1½ times regular rate) for the hours they work.
D. Paid holidays are listed in the Personnel Policy Manual, under Employee Benefits.

Approval Date: __11/27/00_____ ______Bostrom________________________

Revision Date: ___7/18/19______ ____________C.Talsma_________________

Revision Date: __________ ____________________________________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
RecTrac Discount Procedure

1.216 RecTrac Discount Procedure

A. All Park District promotions involving discounts must be set up as a coupon and must be authorized by the Division Director of the class/item/facility being promoted as well as the Director of Finance & Administration.
   1. Details of all promotions involving discounts or coupons must be presented to the Superintendent of Business 5 business days prior to the start or advertisement of the promotion for set up in RecTrac. Promotions not preset in RecTrac by the business department will not be allowed.
   2. Any discounts predicated on the purchase of a separate item (ex. 50+ reduced trip fee for 50+ pass holders) will be set up in the Fees tab as a fee reduction of the promoted item in the manor detailed above.
   3. Once the promotion has been set up in RecTrac the business department will notify the desk supervisors to inform and train their staff how to process the promotion.
   4. This applies to all POS, Activity, and Facility promotions processing.
   5. Special circumstance discounts must be approved, in writing, by the Division Director of the class/item/facility being discounted as well as the Director of Finance & Administration before the discount can be submitted to the business department for entry in Rectrac.
   5. **Discounted registration, including employee discounts, must be entered by the business department once approved by the appropriate Division Director, during normal business hours. If the desk staff receives a registration that may need to be discounted after normal business hours they will notify the customer they are unable to process discounts and ask the customer to pay in full and request a refund. They must then complete a refund form for the customer and have that approved. Once authorized, a refund will be issued by the business department.**

B. Class registration will be prorated for late start registrations unless the program manager notifies the business department that late start is not allowed on the activity proof reports used to set up the program.

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___4/4/13__________ _____Bostrom/Talsma________________

Revision Date: _____7/18/19________ _______C.Talsma____________________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Budget

1.217 Budget

The budget preparation process is an ongoing, year-round process. Currently, those individuals responsible for the facilities, programs and operations of the district should be maintaining strong financial knowledge of their current performance. Our ability to predict the future financial needs and performance of the district will be a vital tool in the measurement of our performance both individually and as a district as a whole. The budget we create, and our ability to perform within its guidelines will enable us to succeed or fail. The preparation of the budget for your divisions should be given a great amount of thought and effort. The Finance Director will be available for any questions or thoughts you may have. Please utilize the director and the business department during the entire process. A question now may save us substantial time later.

A. Business Plan

Your business plan should be the backbone for your budget. Your business plan should highlight the major goals and projects that you wish to accomplish in the coming year. The business plan should not list the day-to-day aspects of your operations, nor should it be so generic that it is impossible to measure. Business plan items need to be detailed goals with a planned implementation date. The budget, in addition to providing for all of the regular aspects of your operations, should also fund, in detail, your business plan. Approval of business plan items will enable an easier budget approval process.

B. Projections

Each account has a zero next to the *Actual* amount. This is where you need to put your best estimate of the ending (year-end total) for this account. Please do not enter the annual budget total here, unless this is the amount we will truly finish the year at. The annual projections need to be as accurate as possible to allow the entire budget and appropriation process to succeed. Making your year-end projections is a good starting point for your budget process.

C. Accounting Basis

Accrual accounting is the accounting basis for the district's operations. This type of measurement focuses on matching revenues and expenses (timing) by recognizing income and expenditures when they are both realizable and measurable, and reporting them in the period in which they are earned or incurred.

1. Inventories
   Inventories will be maintained in an *Inventory* asset account, as the inventory is used, the amount used will be charged to a *Cost of Goods Sold* expense account. This method will be used whether the items in inventory are sold or used. A physical count at the end of each month will enable us to verify and track the amount to be charged to *Cost of Goods Sold.* This method is very important in making your expense projections; you will only budget the amount of inventory used as the expense. The amount that you actually purchase is not relevant to your operation's performance.

2. Programs
   All programs, leagues and events must be budgeted separately and shown with three categories: Program Revenue, Program Expenses and Program Payroll. Each section should itemize its contents such as number of participants times the fee, detail on expenditures and number of hours worked times the wage rate. The bottom line of each of these items should reflect the twenty-percent gross profit margin.

   Program Revenues will be accrued to a liability account for *Unearned Income*. As the programs are run, the amount earned (based on days expired) will be recognized to the *Program Revenue* account. This is very important in making your revenue projections. The program revenue is not recognized as income when received, but is recognized over the entire duration of the program, based on days the program meets.

   Contractual programs are to be budgeted on a percentage basis. The cost the district pays the independent contractor must be a percentage of the total revenue collected. Remember that this expense must be budgeted to an expense account and not a payroll account. All appropriate paperwork and contracts must also be pre-approved prior to the commencement of the program.

   Payroll will be expensed to the period it is earned, not when it is paid. It is very important to insure that all time cards are processed in a timely fashion. The payroll expenses are incurred based on the number of weekdays in a payroll period.

3. Memberships

   Memberships sold will be accrued to a liability account for *Unearned Income*. As the memberships expire, the amount used (based on days expired) will be recognized to the *Membership Revenue* account. This is very important in making your revenue projections. The cost of a membership sold will no longer be recognized as income when sold, but will be recognized over the entire useful life of the membership. The revenue from a one-year membership sold in January of 1998 will be fully recognized by year-end. The same membership sold in December of 1998, however, will only generate one-twelfth of its price as revenue in 1998. This will mean a total reduction in membership revenue in 1998, due to any memberships sold that do not expire by year-end.

4. Prepaid Items

   Most prepaid items such as quarterly service contracts will still be expensed as paid due to the low (immaterial) dollar amount of the prepaid item. Larger prepayments, such as our liability insurance, will be charged to a *Prepaid Insurance* (or other asset) account, and amortized over its useful life (similar to membership revenue recognition). Ask if you are unsure of the treatment for any prepaid items, it could change your total expense amount.

5. Expenditures and Expenses

   Expenses will be recognized in the period incurred, not when paid. For example, if a new truck is ordered on December 31, 1999, but not paid for until January 2000, it still is an expense of 1999 and will go against the 1999 budget, the year in which the liability was incurred.

The aforementioned items commonly lead to timing differences, differences that can make or break a budget, especially a monthly budget.

D. Budgeting

In general, the district will use a zero-based budgeting approach, no item from the previous year is considered necessary without providing detail and support to include it in the new budget

This budget must include appropriate amounts for all required items (i.e. chargebacks, utilities, salaries, etc.) as well as have adequate detail and support to substantiate any numbers included in the budget. In simple terms, you are required to present a balanced budget for your entire fund, while building reserves for future needs such as capital asset replacement.

A budget is considered to be balanced when revenues are equal or greater than expenditures.

1. Capital Items
   All capital expenditures should be funded from your departmental budgets. Only major improvements, for certain district areas that are approved by the Executive Director will be presented in the Capital Improvements budget. Please note that service contracts, health insurance, port-a-potties, landscaping and other operational expenditures need to be presented in your department's budget. The goal is to measure the true performance of district operations.

   Please note that all requests for capital expenditures (items over $5000) must be handed in to the Director of Finance. All items must be presented in budget format with detail.

2. Charge Backs
   We will continue to use an inter-fund charge back system for maintenance and administrative costs. An amount for the inter-fund charges will be calculated for you. It will be comprised of items that your fund utilizes that are paid for in a different fund (i.e. custodial supplies and services). Please remember that an individual's total salary needs to appear in the funds operational department (BCC/WRC front desk wages are an exception). For budgeting purposes, use the past year amount for inter-fund charges.

3. Revenue Procedure
   When determining appropriate fees and charges for programs and facilities, follow the procedures outlined for facility charges and program fee determination.

4. Percentages
   Percentages should be used with a variety of items, such as sales tax. When budgeting such items, please insure that the percentage allocations are correct.

5. Payroll
   A budgeted salary pool will be used for merit-based increases with an aggregate level not to exceed three percent. Pay increases will be based solely on merit, some individuals may receive a ten-percent increase and others may receive nothing. For budgeting purposes use a three percent increase on the past year's wage expense.

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

6. Real Estate Taxes
   Budget the same amount of revenue received from real estate taxes in the past year for the next year budget.

7. Detail
   The budget must provide a substantial amount of detail. If no detail is presented to substantiate the budget amounts, it is easy to make cuts.

   Revenues
   Revenues should be reflected by the manner in which they are collected. The detail need to break down revenue accounts into its components.

   Expenses
   Expenses must also show the detail for each account. The detail should be shown as number of items times cost or cost times number of occurrences, etc.

   The entire budget must have detail behind it. If there is something that is needed or wanted, make sure that it is in the budget; this is everyone's opportunity to make any and all requests for expenditures for the next year.

The budgeting process needs to be a well thought out process that involves a lot of teamwork and mutual consideration. Staff needs to work together to present a budget that is challenging for the next year.

An individual who performs $30,000 better than budget is not necessarily a miracle worker, he/she may just not know how to budget.

See the Director of Finance for a budget timeline. The timeline is presented to insure a timely completion of staff's proposed budget, strict adherence will be needed for each due date to insure the successful approval of a working budget prior to the beginning of the year.

Approval Date: __3/3/08____________ _____Bostrom________________

Revision Date: __12/01/17__________ ____Dean R. Bostrom__________

Revision Date: ____8/01/19_________ _______C.Talsma______________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Payment Disbursement Procedure

1.218 Payment Disbursement Procedure

A. General Accounts Payable
   1. Ordinarily all checks will be distributed by mail upon Board approval.
   2. Vendors are encouraged to select electronic payment.
   3. If a check is required to be held
      a. This must be clearly written on a pertinent document i.e.; the packing list, bill of lading, copy of invoice, etc…
      b. This information should be highlighted as to attract attention.
      c. Contact A/P verbally upon receipt of goods and/or services being furnished.
      d. All payments requiring to be held will be held in the Accounting Department.
      e. Held payments will only be held for a period of 30 days.
      f. On the Friday before the Board meeting, the purchaser will be contacted by Accounting to see if the payment may be released or needs to be voided.

B. Payroll
   1. Payroll disbursement will be made through direct deposit.
   2. In the event a paper check must be issued, these will be mailed directly.

Approval: November 20, 2000 — Dean Bostrom / Craig Talsma

Revision Date: 4/3/05 — DBostrom/CTalsma

Revision Date: 4/13/13 — DBostrom/CTalsma

Revision Date: 12/15/17 — DBostrom/CTalsma

Review: CET 7/18/19

Hoffman Estates Park District
NSF Procedure

1.219 NSF Procedure

For the purpose of this procedure, (NSF) will apply to NSF checks, NSF ACH payments, NSF credit card, and denied payments due to card expiration.

A. Upon notification of a NSF being received from the bank the appropriate person responsible (Business Staff) for each facility will make an entry into RecTrac indicating that the payment was denied.
   1. The amount of the NSF will be entered into RecTrac reversing the payment.
   2. A Processing fee of $20.00 will be assessed in the fees update screen; t**his does not apply to denied payments due to ACH payments or card expiration.**
   3. A notation is added to the household indicating the NSF amount and processing fee if any and that payment is due in full before any further registrations can occur.
   3. The customer's pass/program/membership specific to the item that was paid for with the NSF will be inactivated/suspended.

B. The customer will be contacted via email to advise them that a NSF was received back from their bank, and that they need to come to the appropriate facility to rectify the matter at their earliest convenience.
   1. Advise them of the amount due and be sure to include the $20.00 processing fee.
   2. Replacement check will be accepted, unless this is a second offense. If this is the customer's second offense, either cash or credit card will be accepted.
   3. Advise them that their pass/program/membership will be inactivated until the matter is resolved.
   4. Follow up by mailing the attached form letter to the customer, explaining the above.
   5. If the NSF pertains to a program, the Business Staff will notify the program director that the customer may no longer participate in the program until the matter is resolved.

C. If customer fails to replace NSF funds within 60 days, the customer household will be inactivated. No other registrations for activities or programs will be accepted. A separate letter will be mailed to the customer advising them of the inactivation. Once a household has been inactivated, the customer must see the Business Staff, M-F, 8:30 – 4:30 to resolve the matter.

D. In the case of a fitness membership, the customer has 90 days to replace the funds. If payment is not received within the 90 days, the pass is then canceled. If the customer wishes to continue their membership, they must either pay the full amount due or the applicable reactivation fee before receiving a new membership.

E. Upon receipt of replacement funds the following needs to occur
   1. The amount needs to be entered in RecTrac as income.
   2. The pass/program/membership will be re-activated.
      a. Should the appropriate Business Staff not be available to re-activate the pass/program/membership, the front desk has the authority to issue a temporary pass for that evening/Holiday or that weekend should the customer come in on a Friday evening. This is providing that the customer has paid the outstanding balance in full.
      b. If the customer is disputing the amount due or disputing the processing fee that will have to be referred to the appropriate Business Staff. In this case, the front desk would not issue a temporary pass to use the facility.

F. The appropriate Business Staff for the facility will make all journal entries necessary.

G. The Superintendent of Business must be made aware of any NSF items over $200.00 or any items that remain open for a period of 30 days.

H. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	__12/4/00___	_______D.Bostrom,C.Talsma______
Revision Date:	___7/18/19__	_______C.Talsma________________
Revision Date:	__________	________________________________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Date

Customer Name
Address
City, State, Zip

Re: Account Number

Dear Customer;

We have received notification from our financial institution that your recent payment of $$$$$$ was returned non-sufficient funds. Please stop by the front desk at our _________ facility with replacement funds including a $20.00 processing fee. Until such time that you are available to stop by with replacement funds, your household will be placed on temporary hold.

Thank you in advance for your prompt attention to this matter and should you have any concerns, please contact me at (847)###-####.

Yours truly,

Name
Title

Review: CET 7/18/19

Date

Customer Name
Address
City, State, Zip

Re: Account Number

Dear Customer;

We have received notification from our financial institution that your recent payment of $$$$$$ was returned due inactive card number. Please stop by the front desk at our _________ facility with replacement funds, or simply contact me with the appropriate credit card number/expiration date. Until such time that you are available to stop by with replacement funds, your pass will be temporarily suspended.

Thank you in advance for your prompt attention to this matter and should you have any concerns, please contact me at (847)###-####.

Yours truly,

Name
Title

Review: CET 7/18/19

Date

Customer Name
Address
City, State, Zip

Re: Account Number

Dear Customer;

We have made several attempts to collect the non-sufficient fund balance of $$$$$$, for (insert name of program or membership). We regret to inform you that your household has been inactivated until this matter is resolved. Please contact me between the hours of 8:30 until 4:30, Monday through Friday to schedule payment.

Thank you in advance for your prompt attention to this matter and should you have any concerns, please contact me at (847)###-####.

Yours truly,

Name
Title

Review: CET 7/18/19

Hoffman Estates Park District
Amazon Purchasing Procedure

1.220 Amazon Purchasing Procedure

A. Any employee making a purchase through the Amazon website must first contact the business department to be added to the District's Amazon Business account.

B. Employees will then be emailed by Amazon Business and requested to set up a login through their heparks.org email address as well as a user defined password.

C. An employee's login and password is designated for the selected employee only and may not be shared.

D. Employees who have previously purchased on Amazon.com with an account linked to their heparks.org email address will be given an option to merge their account to the Amazon Business account and will be notified that any purchases made using that login going forward are strictly for business purposes only.

E. Employees who have Amazon Prime personal accounts may share their Prime shipping benefits by selecting this option within the Manage My Prime Membership area of their personal account and selecting to link your business account via "Share your Prime Benefits". Benefits only extend to the single employee and not the whole district.

F. Prior to first purchase, employees should click through the link https://smile.amazon.com/ch/36-4270370 to select the Hoffman Estates Park District Foundation as a beneficiary of any qualifying purchases resulting in a 0.5% donation through the Amazon Smile program.

G. Once donations to the Hoffman Estates Park District Foundation have been setup, employees will login to the Amazon Business purchasing website via https://smile.amazon.com/ to engage Amazon Smile in properly donating a portion of any qualifying purchase.

H. All purchases require a Purchase Order. Requisitions must be made to vendor Amazon.com Inc., and the American Express option must be chosen via the "Purchasing Card Info" button for payment. All Amazon.com orders will be processed using the American Express.

I. The Purchase Order/Requisition Number must be entered at checkout. Providing false or fictitious Purchase Order Numbers/Requisition Numbers at checkout will result in disciplinary action.

Review: CET 7/18/19

J. Purchases should be completed so that shipping is not charged, and the appropriate option must be selected at checkout. Purchases of qualifying items of $25 or more will qualify for free 5-8 day shipping. Purchases of $49 or more will qualify for free 2 day shipping. Employees who have a valid and linked Prime Membership will qualify for free 2 day Prime shipping.

K. Orders will be shipped to the employee based upon their main building location (TCIA/PSSWC/WRC/BPC/Parks Maintenance).

L. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___7/18/19_ _______C. Talsma___________________

Revision Date: __________ __________________________________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for All Lost Disbursements

1.221 <u>Lost Disbursements</u>

A. Lost Payroll Disbursement
   a. If missing ACH
      i. Employee's supervisor contacts HR.
      ii. HR coordinates with business department to see if ACH funds were returned to bank.
      iii. HR confirms with employee accurate ACH deposit information.
      iv. If funds were returned to bank, business will issue individual ACH payment upon receiving new ACH deposit information.
   b. If lost payroll check
      i. Employee's supervisor contacts HR.
      ii. HR coordinates with business department to see if check has been presented to bank.
      iii. If not presented, stop payment will be issued.
      iv. Replacement check will be issued.

B. Lost Vendor Disbursement
   a. Upon receiving notification from vendor of missing payment, disbursement associate determines whether ACH or check.
      i. If ACH, upon funds being returned to bank, new ACH payment will be initiated with new ACH payment information.
      ii. If check, upon verification that check has not been presented to bank, a stop payment will be issued and a new check will be produced.

Approval Date: ______12/28/98_____ ______Dean R. Bostrom__________

Revision Date: _____9/1/08_________ _______Bostrom________________

Revision Date: ______12/01/98_____ ______Dean R. Bostrom____

Revision Date: ____12/01/2017_____ ___DBostrom/CTalsma____

Revision Date: ____7/18/19________ ______C.Talsma_________

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for RecTrac Register Begin & End of Shift

1.222 RecTrac Register Beginning & End of Shift

1. Before entering any transactions in RecTrac the beginning amount of the cash drawer must be verified. Never assume the drawer is correct as you will be held responsible for any undocumented overages or shortages. The beginning amounts for each facilities cash drawers are as follows:

Location	Amount
Triphahn Center & Ice Arena	$ 150.00
Willow Recreation Center	$ 100.00
Seascape Family Aquatic Center	$ 150.00
The Club at Prairie Stone	$ 150.00
BPC-Pro Shop	$ 300.00
BPC-Bars	$ 200.00
BPC-Halfway House	$ 200.00
BPC-Bev Carts	$ 100.00

2. Log in to RecTrac using your username and password. Select the applicable front desk menu and drawer number. **Do not** ring items into someone else's shift or allow anyone to ring items into your shift. The person logged in will be responsible for any errors occurring during their shift.
3. Always pay attention to the computer screen. Do not assume you know what will happen next. Pay close attention during credit card sales. Make sure the customer signs for the credit card transaction. Include the slip in your deposit bag.
4. All RecTrac cash register shifts must be closed out **immediately** following the end of the shift using the end of shift process. Your drawer should always be left with its designated dollar amount. **Never leave a cash drawer with more or less than the amount designated for that cash drawer!**
5. To end a shift in RecTrac, click on the User ID in the upper right corner of RecTrac and select “Close Out and End Session”. This will ask if you want to “Close Out your Batch”, select “YES”.
6. This will take you to the Cash Balancing Screen. Enter the number of bills and coins under the appropriate denominations. This should include your starting cash amount along with any cash taken in during your shift. The total will appear in the “Total Cash” box; select “Next” to continue to the next screen.
7. On the next screen, enter the total amount of any checks received in the appropriate box. All other payment types will autofill the dollar amount; select “Post End of Shift” to close the shift.

Review: CET 7/19/19

8. All remaining cash, checks, credit card slips and redeemed gift certificates should be placed in 6x9 clasp envelope with your cash receipt journal. If you do not have the exact amount of cash, check, credit card clips or gift certificate(s) that is shown on your cash journal, you must explain the shortages and turn in any overages.
9. Complete a **Cash Drawer Verification** form with the amount of money left in the cash drawer and leave it in the cash drawer for the next shift to verify.
10. Your 6x9 clasp envelope should be placed in the drop safe located in the main office at the facility you are working at immediately following the end of your shift.
11. Cash drawers:
    a. The Club at PS cash drawers will be put in the secured designated place, the morning MOD will retrieve these cash drawers and place them in the registers.
    b. Seascape cash drawers will be put in the secured designated place at the end of each day.
    c. TCIA North desk cash drawer will be put in the secured designated place.
    d. All other locations will leave the cash in the locked cash drawers at each desk location.
12. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	8/4/98	
Revision Date:	11/1/00	Dean Bostrom
Revision Date:	2/5/04	Dean R. Bostrom
Revision Date:	03/19/13	D. Bostrom, Ex Dir/C.Talsma
Revision Date:	12/01/17	D. Bostrom, Ex Dir/C.Talsma
Revision Date:	7/19/19	C.Talsma

Review: CET 7/19/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Community Center & Ice Arena
Village of Hoffman Estates Facility Usage Procedure

1.223 Village of Hoffman Estates Facility Use

A. All Village of Hoffman Estates full-time employees and permanent part-time employees (minimum 35 hours per week/52 weeks per year) and their immediate family members as defined by the Hoffman Estates Park District policies and elected officials and their immediate family members shall be eligible to receive the following discounts for usage (or membership) of the following facilities based on availability.

Seascape Aquatic Center – The Club at PS Aquatic Pass
25 % off membership for individual/family (resident rate).

Bridges of Poplar Creek Country Club
25% off driving range buckets of balls
25% off resident rate green fees on weekday
25% off resident rate green fees after 3:00 p.m. weekends/holidays.

Triphahn Community Center and Ice Arena
25% off membership for individual/family (resident rate).

Willow Racquetball and Fitness Center
25% off membership for individual/family (resident rate).

The Club at Prairie Stone
25% off membership for individual/family (resident rate).
50% off member initiation fee.

B. All Village of Hoffman Estates part-time employees (minimum 20 hours per week to less than 35 hours per week/52 weeks per year) and their immediate family members as defined by the Hoffman Estates Park District policies and elected officials and their immediate family members shall be eligible to receive the following discounts for memberships at the following facilities based on availability.

Seascape Aquatic Center – The Club at PS Aquatic Pass
25 % off membership for individual/family (resident rate).

Triphahn Community Center and Ice Arena
25% off membership for individual/family (resident rate).

Willow Racquetball and Fitness Center
25% off membership for individual/family (resident rate).

Prairie Stone Sports & Wellness Center
25% off membership for individual/family (resident rate).
50% off member initiation fee.

C. The Village will provide the Park District with a list of eligible employees and elected officials on a quarterly basis.
   1. Upon receipt of the list from the village, the appropriate business staff will copy and circulate to all facility managers.
   2. The facility manager will deem a specific place for the village employee list to be kept and replace it quarterly.
   3. Employees hired in between quarterly updates will be required to submit a letter from the village verifying their employment status.

D. Immediate family members include all dependent children, spouses and dependent parents (by blood or marriage) who live in the same household.

E. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	December 5, 2000	Dean Bostrom
Revision Date:	March 11, 2002	Dean Bostrom
Revision Date:	September 20, 2004	Dean Bostrom
Revision Date:	October 13, 2004	
Revision Date:	9/26/2011	Dean R. Bostrom
Revision Date:	8/01/19	C.Talsma

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Program Information Input to Rectrac

1.225 <u>Program Information Input to Rectrac:</u>

Program Managers will be responsible for entering program information directly to the rectrac system. At the appropriate deadline, a printout of Activity Proofs (Reports ->Activities->Activity Status Reports->Activity Proof Report. Enter the program numbers as you would to run rosters asking for Comments to be printed) will be delivered to the Superintendent of Recreation. Copies of these reports will go to the Communications and Marketing Department so they can make adjustments to the Brochure and Web Comments and to the Office Manager to check program numbers and bill codes. All corrections will be made directly to Rectrac as it will be the basis for the brochure and web site.

A. GENERAL INFORMATION:

1. When entering any program, program managers should be sure to select the most appropriate Activity Type (Attachment A Type 1) on the main program page. There is a list of all current Activity Types attached. If a new type needs to be created, the manager should inform C&M.
2. If the Activity Type selected has subtypes or categories attached to it, the program manager should select the appropriate Subtype (Attachment A Type 2) and Category (Attachment A Type 3) on the main program page.
3. When entering any program, both the main program status (Attachment A 4) AND each individual section status (Attachment B 5) must be marked Active if the class is for the current season* and Inactive if it is an old class. Marking only the main program number or only the individual sections is not sufficient. * When entering programs for the Spring and Summer Guides, programs should actually be left INACTIVE until the day they need to go live on the website.
4. When entering the name of the main program (Attachment A 6) or of any section (Attachment B 7), standard abbreviations should be used any time the whole word will not fit. There is a list of standard abbreviations attached. If a new abbreviation needs to be added, the manager should inform C&M. PLEASE NOTED THAT IF YOU DO NOT ADD THE TYPE OF CLASS I.E. SWIM, GYMN, KARATE to your section title – it becomes very difficult to determine what program the “level 1” actually is.
5. If an instructor has been assigned to the class, the instructor’s name(Attachment C 10) should be entered in the Instructor Field (Attachment B 11) in each individual section. Writing the instructor’s name in the comment section is not sufficient. There is a list of all instructors currently entered in RecTrac attached. If a new instructor needs to be added, the program manager should inform C&M.

B. CLONING: The creation of programs from existing programs of previous seasons that require new program numbers:

1. In Rectrac access: Files->Activities->Activity Section Clone
    a. Input correlating season program number and section into designated areas of the screen. See attachment 1
    b. Input new activity number along with section(s) and toggle appropriate cloning activities. See attachment 1
    c. With mouse choose "clone" or with keyboard choose alt/l.
2. You will be taken to a second screen to update dates, times, special print descriptions, meeting days and enrollment dates (see attachment 2).
    a. Input correct class dates, times, description, meeting days.
    b. Resident and Non-Resident enrollment date will be determined by the Office Manager in accordance with the brochure delivery schedule to residents.
    c. With mouse choose "ok" or with keyboard choose alt/O.
3. You will be taken to a third screen to update Webtrac Registration Dates. (attachment 2A)
4. Please note that cloning will only address date, time changes and work must continue in the Maintenance file to activate a class, choose lottery, corrections to location, holidays, ages, grades, min/max, description, bill code, fees.

C. FILE ACTIVITY MAINTENANCE: To primarily correct cloned or converted programs

1. In Rectrac access: Files->Activites->Activity Maintenance
    a. In activity screen, choose appropriate activity by number (see attachment 3)
    b. On second screen, with mouse choose "sections" or with keyboard choose alt/S (attachment 4)
    c. On third screen, with mouse choose "change" or with keyboard choose alt/C (attachment 5). **Please note that when adding a new section to a program number, you can choose to clone and correct or you can choose ADD at this point in the screen. If you choose ADD you will receive a totally blank program screen and will need to input ALL AREAS.**
2. The Section Detail screen will appear. At this point, if you have already corrected the program information and are seeking to make a specific correction, you may choose to go directly to the Core 2, Comments, Fees, Finance screens or Web/Tele. (see attachment 6).
    a. Make the necessary corrections to the description title, **ACTIVATE THE PROGRAM**, adjust room location, **Choose Lottery where required – keeping in mind that the majority of our programs are no longer done by lottery and registration is NORMAL ONLY**, your begin dates and times should already be corrected from cloning as well as the resident and non-resident registration dates and the day of the class, enter any holidays. If

you are only correcting programs, you can enter any of the screens to make the adjustments.

b. HOLIDAYS: If an existing holiday is already listed from previous cloning, simply type over to replace the holiday. **If you need to blank out the field, highlight the box and press F8. Deleting or zeroing out the date will only remove this information on a temporary basis and it will return when you exit the screen.**

c. With your mouse, choose “next” or with your keyboard choose alt/N.

3. On the next screen (see attachment 7):

    a. Correct beginning/ending age, grades (since we do not register by grade the best selection is 0-99 (entering the exact grade level will require registrars to enter grade levels, slow registration and necessitate a supervisor to provide the override code if you elect to allow an override), correct the aging date to the first day of class, correct max/min making sure that the resident and non-resident counts match the max count.

    b. The second half of this screen is preset. If you elect to alter any of these items you will restrict registration and require and override code by a supervisor to allow exceptions. **DO NOT TOGGLE CHILD CARE ACTIVITY WITH THE EXCEPTION OF C.A.R.E., PRESCHOOL AND FULL-DAY CAMPS. TOGGLING THIS SWITCH WILL PRODUCE A CHILD CARE STATEMENT IN JANUARY FOR INCOME TAX PURPOSES.**

    c. With your mouse, choose “next” or with your keyboard choose alt/N.

4. On the next screen (see attachment 8)

    a. Class descriptions to be printed for the brochure and Web site must be entered into the Brch Comments box.

    b. Communications and Marketing will access this screen to make corrections to these comments once you have completed the input of all your programs.

    c. With your mouse, choose “next” or with your keyboard choose alt/N.

5. On the next screen (see attachment 9)

    a. The bill code should already be entered from cloning. A description of the bill code is listed to help determine that you have the right code. **PLEASE BE SURE TO READ THE BILL CODE, DESCRIPTION AND MAKE SURE THAT IT IS AN ACTIVE ACCOUNT IN THE BUDGET FOR THE YEAR YOU ARE WORKING IN.**

    b. Adjust the amount as necessary.

    c. **MAKE SURE THAT UNDER THE REQUIRED COLUMN ‘Y’ APPEARS OR THE FEE WILL NOT APPEAR AUTOMATICALLY WHEN REGISTRATION IS**

PROCESSED. ALSO MAKE SURE THAT IN THE 'RES' COLUMN THAT THE FIRST BOX REGISTERS 'R' FOR RESIDENT AND THE SECOND LINE 'N' FOR NON-RESIDENT. ANY CHANGE IN THIS COLUMN WILL CREATE THE WRONG FEE TO APPEAR. THE LETTER 'B' IN EITHER BOX WILL REQUIRE THAT BOTH THE RESIDENT AND NON-RESIDENT FEES APPEAR DURING THE REGISTRATION PROCESS. You will note that there are two lines of bill codes. The first is resident fee and should say that in the description, the second is a non-resident fee.

d. With your mouse, choose "done" or with your keyboard choose alt/D to exit this file maintenance and go on to the next.

e. **At the present time we are not entering information on additional screens.**

10. On the next screen (attachment 10) See also the following section on WEB and ON-LINE REGISTRATION.

    a. At this time, we are only working on Webtrac registration. You will need to choose if you want Resident and NR to be able to register on line as well as whether the program is displayed or not. Please make sure to include the Resident and NR registration dates. Often times, there are different registration dates for NR to register at the front desk or mail in, however, in an effort not to loose their registration on line, usually the resident and NR registration dates are the same for the Web.

    b. Click Done.

D. WEB AND ON-LINE REGISTRATION INFORMATION

1. If this program will be visible online, you need to enter a complete list of Keywords (Attachment B 9) that will aid users in their search. Keyword lists have been established for Fall '04 programs. For new programs, contact C&M for a new keyword list.
2. If the program is available for web registration, the following items must be taken care of in the Web/Tele section of the section detail:
    - Next to *Allow Section Reg on Web,* (Attachment D 13), toggle "both"
    - Next to *display Section on Web,* (Attachment D 14), toggle "both"
    - Insert the scheduled guide delivery date into *Webtrac Resident Beg and Non-Resident Beg Date* (Attachment D 15, 16)
    - Insert the Resident and Non-Resident maximum counts (the same ones used in the Core 2 section into *Webtrac Res Max Cnt and Webtrac N./R Max Cnt* (Attachment D 17
    - If you are accepting registration through the end of the season, leave the *Webtrac Resident End Date and Webtrac Non-Resident End Date* (Attachment D 18, 19) fields blank. If there is already a

date entered, you can clear it by highlighting the date and hitting "F8".

- If you are closing off registration after the program start date or after a certain point in the class, enter that date into the *Webtrac Resident End Date and Webtrac non-Resident End Date* (Attachment E 20, 21) fields blank.

3. If you would like users to be able to see the program information online, but do not want to take online registration, follow these steps:
   - Next to *Allow Section Reg on Web,* (Attachment F 22) toggle, "none"
   - Next to *display Section on Web,* (Attachment F 23) toggle, "Both"
4. If you do not want the program information to be visible online, follow these steps.
   - Next to *Allow Section Reg on Web,* (Attachment G 24) toggle, "none"
   - Next to *display Section on Web,* (Attachment G 25) toggle "None"
   -

E. ADDING NEW PROGRAMS: If you are adding a new program such as a senior trip not previously listed requiring its own, new number or if you are adding a totally new program, see Office Manager to receive a new program number. Programs not previously listed in the budget that do not have a budget account will require a letter of intent and a budget form to be completed and submitted to the Superintendent of Recreation prior to them being approved by the Director of Finance or the Superintendent of Business.

1. Go directly to Activity File Maintenance (Files>Activity->File Maintenance. See attachment 3) and choose "add" with your mouse or alt/A with your keyboard. Proceed with steps B as listed above noting that you will have COMPLETELY BLANK SCREENS TO COMPLETE, INCLUDING BILL CODE INFORMATION.
2. Choose "done" with your mouse or alt/D with your keyboard to exit the program and move on to the next.

Approved: 9/12/08 Dean R. Bostrom

Hoffman Estates Park District
Procedure for General Ledger Account/Activity Code Request

1.226 <u>General Ledger Account/Activity Code Request Procedure</u>

This procedure will apply to all requests for a new general ledger account number and/or RecTrac activity code that needs to be created.

A. Please complete the attached form when requesting a new number and/or code to be created.
B. Attach a budget worksheet supporting the request for a new number and/or code to be created.
C. Detail any additional information that may be necessary to process the request.
D. Submit to the Superintendent of Recreation for approval.
E. The Superintendent of Recreation will forward to the Superintendent of Business for approval and processing.

Approval Date: 01/18/01 Dean R. Bostrom

Revision Date: 9/12/08 Bostrom

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure For RecTrac Back-up

1.233 RecTrac Back-Up

A. A complete RecTrac database back-up will be completed by the district's information systems manager prior to the following tasks being performed:
   1. District lottery, typically 6 times per year.
   2. PSS&WC monthly billing cycle typically performed on or about the 5th of each month.

B. Staff responsible for coordinating the tasks listed above will be responsible for notifying the ISM one-day prior that a back-up will need to be performed. On the day the back-up is to be performed, staff will complete any necessary entries to the database prior to contacting the ISM to perform the back-up. This back up will typically need to be performed at mid-morning.

Approved Date: 8/30/02 Dean R. Bostrom

Revised Date: ____________ ____________

Review: DRB 4/23/13

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Rectrac Web Registration

1.234 RecTrac Web Registration:

A. On a weekly basis run the Cash Journal for drawer ZWW 199 with credit card numbers to keep an accurate accounting of Web registration.

B. On a daily basis run the Household Import report to check for participants requesting new households.
- Reporting
- Report Output listing
- Scroll down to System/misc.
- Select VSI-Household Creation Report, select Run Report
- Scroll to Detail Criteria
- Make sure to check the box that read "Use Creation Date Range"
- Begin & End Creation Date change to Actual Date and input dates that you are running the report for.
- Select Process
- Send email
- Merge duplicate households
- Edit remaining households as necessary
- Re-run Preview Report for record

C. New Households are now created by our patrons when the access our website.
- Daily, on week days, the business department runs the Web Trac Report and checks and updates the information that is on the system. Information that is verified would be uppercase and lower case letters in members names, city, state and zip code verification, verify resident or non-resident status, filling in missing birth dates to our default date of 6-26-1966, school grades set to 0, correct dog members to (K-9), merge duplicate members.

D. Preview and file report for WebTrac HH & FM import (first and second copies) in Web registration book for future reference.

E. Contact through email or phone any already existing households to inform them of their household (PIN) number.

F. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____3/3/08_____ _____Bostrom___________

Revision Date: ____12/01/17_____ _____Dean R. Bostrom____

Revision Date: ____8/01/19______ ________C.Talsma_______

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Issuing Gift Card/PR/Awards

1.235 Issuing A Gift Card/PR/Award

A. To issue Gift Cards as awards, prizes, etc., Gift Cards must be requested through the facilities business department staff using the attached form, complete with the appropriate account number and proper authorization. Once a gift card has been issued, it may be redeemed at any Park District facility and might not be redeemed for the item/program the issuer intended it for.

1. Program Manager can approve up to $100.00.
2. Division Directors must approve over $100.00.

B. Issuing Pr Passes
Park District facilities may issue preprinted PR passes for services or admission fees at the discretion of the facility's Division Director/General Manager. These PR passes are good only for the service/admission indicated on the pass, are not transferable, and have no cash value.

C. Issuing Comp Letters
Program Managers may choose to issue comp letters for special events or donation requests at the discretion of their Division Director. These letters may be used to promote a specific program or facility and must include a disclaimer stating that the letter is not transferable; the letter will not be replaced if lost or stolen, that the letter has no cash value, and cannot be transferred toward other services. See attached example letter.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: 5/24/05 Dean R. Bostrom

Revision Date: 10/20/08 Bostrom

Revision Date: 4/1/13 Bostrom/Craig Talsma

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

REQUEST FOR GIFT CARD

Date of submission to the Business Department: ________________

Requested Date of Issuance by: ____________________________

Amount: ____________________

Issue to: ____________________

Reason: ____________________

GL Acct: _____-_____-_____-_____

____
Authorization Signature
$100 Program Managers
$100+ Division Directors

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Congratulations! We are pleased to award you (2) free admissions to the Daddy-Daughter Dance in 20xx. Simply bring this letter with you when you register for next year's event. We are glad you were able to attend this year's dance, and look forward to seeing you next year.

This letter is not transferable and cannot be used toward any other program or service offered by the Park District. This letter will not be replaced if lost or stolen and has no cash value.

If you have any questions please feel free to call (847) 885-7500, or you may visit our website www.heparks.org to learn more about the Hoffman Estates Park District.

Sincerely,

HOFFMAN ESTATES PARK DISTRICT

Susan Smith
Program Manager

Review: DRB 12/01/17

Hoffman Estates Park District
Activity Registration Cash Receipts Procedure

1.237 <u>Activity Registration Cash Receipts Procedure</u>

All sales are to be entered into the computer at the time they are received from the customer at authorized District service desk locations.

A. Activity Registrations

All Activity Registrations at The Club at PS, TC, WRC, BPC, and Seascape must be attached to a Household in RecTrac. The program participant or their parent or guardian must complete a registration card including their household's last name, address, phone number, email address and the participant's name, gender, birth date, program name, program number, program section letter/number, and program fee. The program participant or their parent/guardian must read the bottom and back of the registration card and sign the waiver in order for the registration to be processed. **There will be no exceptions to this step.** The payment information at the top of the card may be completed by the participant or the staff person accepting the registration card. Credit card information and signature on the registration card is only required if the customer is not waiting for the transaction to be completed before leaving the premises or if the customer is mailing the registration card to the Park District. Completed registration cards must be turned in at the end of each shift with your daily receipts.

1. Activity Registrations
    a. select Global Sales
    b. select the appropriate household
    c. select the activity tab
    d. if the name does not appear, search by the home phone number, including area code and excluding dashes. If the phone number does not yield a valid household you will need to select the "Add Household" button to create a new household for the customer. **Do not create a new household without checking for a matching phone number first.**
        i. The following information will be needed to create a new household: the primary guardians first and last name, the home address, the primary contact phone number, and the primary guardian's birthday. RecTrac will not allow a household to be created without this information. An email address is strongly recommended for communication between program managers and customers. Enter the information in the appropriate fields.
        ii. You will need to enter any family members in the household by selecting the "Add New Member" button with your mouse and adding all family members residing at the guardian's residence. You may also click "Add New Secondary Guardian" to create a second guardian in the household. You will need the first and last

name and birthday for any additional family member added to the household.

iii. Once you are finished entering new members, select the Save button at the bottom.

e. Select the family member you wish to make the registration for.
f. Enter the activity number and section letter in the appropriate fields.
g. Select add to cart.
h. Repeat steps F and G to enroll the same family member in additional selections.
i. Repeat steps E thru G to enroll an additional family member.
j. When all your registrations are complete and in your cart, select process to move to the payment.
k. Discounts may be entered with the program manager's written authorization. This can be done in the customer's cart. Highlight the class you are going to discount and select update fees. This bring you to the fee screen where you can add the appropriate discount allowed. Always be detailed in the payment reference what the discount was for and who authorized.
l. Select the "Process" button to proceed to the payment screen and complete the transaction. Refer to section B for instructions.

B. Payments

The Hoffman Estates Park District accepts the following payment types at all facilities: cash, check, money order, certified check, Visa, MasterCard, American Express, and Discover. Activity reservations must be paid in full on the day of registration unless the patron is enrolling in a billable program or written payment arrangements have been made in advance with a signed contract that is approved in advance by the superintendent of business.

1. No transactions, POS, Activity, Pass, Facility, or Global will be finalized until the payment has been processed. Complete all transactions by selecting the "Payment" button with your mouse. This will change the top of your RecTrac screen to the payment screen while leaving the items sold on the bottom of the screen.

2. Enter the correct payment code in the appropriate field.

Pay Code	Pmt. Type
01	Check
02	Cash
03	Credit Card
08	Gift Card
09	Verifone Credit Card Sales
10	BPC Lightning Pass
14	Club at PS Member Incentives
18	TCIA Member Incentives
19	WRC Member Incentives
22	CC Manual

Certain pay codes are not available at every facility.

3. Enter the amount the customer is paying in the "Pay Amt" field.
4. If applying a coupon to the transaction, select the "apply coupon" button at the bottom of the screen and select the appropriate coupon from the populated list.
5. Click in the "Pay Ref 1" field to enter the payment reference. The payment reference should be the check number if paying by check; the credit card type and last 4 digits of the card number if paying by credit card; the last 4 digits of the gift card number if paying with an HEPD gift card; the gift certificate number if paying with an HEPD gift certificate; and the purpose for which the Member Incentive is being applied to the member household if paying with a Club at PS Member Incentive, TCIA Member Incentive, or WRC Member Incentive; the Lightning Pass number if using a lightning Pass. **All payment references should include the reason for payment such as the activity name or number.** Use the second payment reference line if necessary.
6. If the customer is paying more than the amount due and wishes to leave a credit balance on their household, enter the payment for the activity first and click the add payment button. Then you must enter the overpayment amount they desire and select the "Add Credit/Refund Apply" to designate which area of RecTrac the credit may be used through the drop down options. Once finished, you will select the "Add Credit" button to the left to process this overpayment. The Park District does not allow change to be given back after a transaction unless the payment was made in cash.
7. To process a Split Payment, enter the first amount to be paid in the Amount field, select the appropriate payment code, and click "+ Add Payment" to process the first payment. Then enter the next amount to be paid and repeat the steps above. You can process as many payments as necessary to pay the full amount due.A
8. All credit card transactions will print a minimum of 2 receipts from RecTrac. The detailed receipt should be given to the customer; the authorization (no

detail) receipt should be signed by the customer and turned in with your daily cash deposit.

9. Always count change carefully. Check all cash in accordance to procedure 1.201. Do not leave the cash register drawer open for any reason. The drawer will pop open with the completion of the sale.

9. **Always watch the computer screen. Never assume you know what the computer will ask next.**

C. All cash register drawers are subject to periodic audits by the business department.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____8/18/08_______ ________DRB______________________

Revision Date: ____12/01/17_______ ______Bostrom/Talsma______________

Revision Date: ____8/01/19________ ___________C.Talsma_______________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Facility Reservation Cash Receipts Procedure

1.238 <u>Facility Reservation Cash Receipts Procedure</u>

All facility and field reservations are to be entered into the computer at the time they are received from the customer.

A. Facility Module Sales

All Facility Reservations at Club at PS, TC, WRC, BPC, and Seascape must be attached to a Household in RecTrac. The program participant or their parent or guardian must complete a Reservation Contract including their household's last name, address, home phone number, work/cell phone number, number of attendees, date of reservation, start time, and end time of reservation. The program participant or their parent/guardian must read the bottom and back of the Reservation Contract and sign the waiver in order for the registration to be processed. **There will be no exceptions to this step.** The deposit payment information on the form must be completed and signed by the participant. Deposits of $250 are charged in addition to the rental fee for parties of 100 or more, after hour's rentals, and reservations of TC Room 112/113 where the kitchen will be used. These deposits will be refunded when the room has been checked by HEPD staff and deemed to have no damage. **An additional fee of $25/hr will be charged for approved reservations extending past a facility's scheduled closing time.** Original reservation contracts must be put in the facility reservation book, and a copy goes with your daily receipts which is given to the facility manager.

1. Facility Reservations
    a. Select Global Sales
    b. Select the appropriate household
    c. Select the facility tab
    d. If the name does not appear, search by the home phone number, including area code and excluding dashes. If the phone number does not yield a valid household you will need to select the "Add Household" button to create a new household for the customer. **Do not create a new household without checking for a matching phone number first.**
        i. The following information will be needed to create a new household: the primary guardians first and last name, the home address, the primary contact phone number, and the primary guardian's birthday. RecTrac will not allow a household to be created without this information. An email address is strongly recommended for communication between program managers and customers. Enter the information in the appropriate fields.
        ii. You will need to enter any family members in the household by selecting the "Add New Member" button with your mouse and

adding all family members residing at the guardian's residence. You may also click "Add New Secondary Guardian" to create a second guardian in the household. You will need the first and last name and birthday for any additional family member added to the household.

   iii. Once you are finished entering new members, select the Save button at the bottom.

e. Select the family member you wish to make the reservation under.
f. Enter the facility ID, beginning and ending date, beginning and end time, and the estimated headcount of the potential reservation in the appropriate fields.
g. Select add to cart.
h. If the room is available for the date and times selected you will be taken to the fees selection.
   i. In this screen, you will apply the proper charges for the room rental. First enter the reservation purpose, and list any setup requests in the Maintenance Comments area. Then manually select all fees that apply such as the per-hour charge, in house (no charge), non-resident fee etc. Some deposits will be automatically charged based on headcount or hour of day, but verify that they are selected correctly. Once the fees have been chosen, select continue at the bottom of the screen. This will calculate the total charges for this rental.
   ii. A 50% down payment is due at the time of reservation in addition to any deposits being charged. If the rental is being booked within 7 days of the event date, the entirety of the balance is due at the time of booking.

i. Additional reservations may be made for this household by repeating step F. Once the first reservation is made you will not be asked to select the household again.

j. Select the "Payment" button with your mouse to proceed to the payment screen and complete the transaction. Refer to section B for instructions.

B. Payments

The Hoffman Estates Park District accepts the following payment types at all facilities: cash, check, money order, certified check, Visa, MasterCard, American Express, and Discover. Facility reservations must be paid in full by the day of the reservation unless written payment arrangements have been made in advance with a signed contract that is approved in advance by the Director of Finance.

Facility reservation final payments must be made with a guaranteed form of payment: credit card, cash, certified check, or money order. If a customer wishes to pay a reservation by check, the check payment must be made 7 business days in advance of the reservation date.

1. No transactions, POS, Activity, Pass, Facility, or Global will be finalized until the payment has been processed. Complete all transactions by selecting the "Payment" button with your mouse. This will change the top of your RecTrac screen to the payment screen while leaving the items sold on the bottom of the screen.

2. Enter the correct payment code in the appropriate field.

Pay Code	Pmt. Type
01	Check
02	Cash
03	Credit Card
08	Gift Card
09	Verifone Credit Card Sales
10	BPC Lightning Pass
14	Club at PS Member Incentives
18	TCIA Member Incentives
19	WRC Member Incentives

Certain pay codes are not available at every facility.

3. Enter the amount the customer is paying in the "Pay Amt" field.

4. If applying a coupon to the transaction, select the "Apply Coupon" button at the bottom of the screen and click the appropriate coupon from the populated list.

5. Click in the "Pay Ref 1" field to enter the payment reference. The payment reference should be the check number if paying by check; the credit card type and last 4 digits of the card number if paying by credit card; the last 8 digits of the gift card number if paying with an HEPD gift card; and the purpose the Member Incentive is being applied to the member household if paying with a PSSWC Member Incentive certificate. **All payment references should include the reason for payment such as the activity name or number.** Use the second payment reference line if necessary.

6. If the customer is paying more than the amount due and wishes to leave a credit balance on their household, enter the payment for the rental first and click the add payment button. Then you must enter the overpayment amount they desire and select the "Add Credit/Refund Apply" to designate which area of RecTrac the credit may be used through the drop down options. Once

finished, you will select the “Add Credit” button to the left to process this overpayment. The Park District does not allow change to be given back after a transaction unless the payment was made in cash.

7. All credit card transactions will print a minimum of 2 receipts from RecTrac. One receipt should be given to the customer; the second receipt should be signed by the customer and turned in with your daily cash deposit.

8. Always count change carefully. Check all fifty and hundred dollar bills with the counterfeit detector pen. Do not leave the cash register drawer open for any reason. The drawer will pop open with the completion of the sale.

9. **Always watch the computer screen. Never assume you know what the computer will ask next.**

C. All cash register drawers are subject to periodic spot checks by the business department.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___________________ ____________________________

Revision Date: ____3/19/13_______ ______Bostrom/Talsma________

Revision Date: ____12/01/17_______ ______Bostrom/Talsma________

Revision Date: ____8/01/19________ __________C.Talsma__________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Pass Registration Cash Receipts Procedure

1.239 <u>Pass Registration Cash Receipts Procedure</u>

All sales are to be entered into the computer at the time they are received from the customer.

A. Pass Registrations

All Pass Registrations at The Club at PS, TC, WRC, BPC and Seascape must be attached to a Household in RecTrac. Additionally, all fitness passes require the purchaser to complete a Membership Contract providing name, address, home phone number, work and/or cell phone number, birthdate, email address, billing information where applicable, emergency contact information, and signature authorizing monthly billing and acknowledging the Park District waiver. All annual pool passes, racquetball only passes, resident golf ID's, and punch passes for Pilates, private swim lessons at The Club at PS and/or Seascape, Tennis, Massage, and Personal Training packages require the purchaser to complete a Pass Registration card providing the household last name, address, home phone number, work phone number and the participants name, gender, birth date, and type of pass they wish to purchase, or follow the guidelines posted at your facility. In addition, residents wishing to purchase a resident golf ID for the Bridges of Poplar Creek Country Club must provide proof of residency such as a current insurance card, current utility bill, or current real estate tax bill. Original membership contracts, EFT forms (**correctly filled out with the last 4 digits of the card number and expiration date**), and pass registration cards must be turned in to the Business department each shift with your daily receipts.

1. Pass Registrations
    a. select Global Sales
    b. select the appropriate household
    c. select the pass tab
        i. standard pass
        ii. punch pass
    d. if the name does not appear, search by the home phone number, including area code and excluding dashes. If the phone number does not yield a valid household you will need to select the "Add Household" button to create a new household for the customer. **Do not create a new household without checking for a matching phone number first.**
        i. The following information will be needed to create a new household: the primary guardians first and last name, the home address, the primary contact phone number, and the primary guardian's birthday. RecTrac will not allow a household to be created without this information. An email address is strongly

recommended for communication between program managers and customers. Enter the information in the appropriate fields.

ii. You will need to enter any family members in the household by selecting the “Add New Member” button with your mouse and adding all family members residing at the guardian’s residence. You may also click “Add New Secondary Guardian” to create a second guardian in the household. You will need the first and last name and birthday for any additional family member added to the household.

iii. Once you are finished entering new members, select the Save button at the bottom.

e. Select the family member you wish to sell the pass to.

f. Select the pass being purchased from the picklist in the far right column of the picklist screen and highlight. Most passes are based on residency, so pay close attention to the pass type being selected.

g. When the correct pass has been selected, add to cart.

h. If the pass selected is an installment billable pass, a screen will appear to select a Billing Method. In Billing Option section, select from the drop-down screen: ACH or CC; the screen will default to Installment Payer.

    i. If you select Credit Card, you will be required to Add/Change Credit Card Information.
        - Click on that tab and a screen will appear where you will be able to select from a pick list of previously used Credit Cards for this Household or you can add a new one, if necessary, as indicated on the new member application submitted.
        - Then select continue
        - Remember to link and save the card to the household.
            a. In Global Sales, select the household.
            b. Go to household update.
            c. Select the Financial Info tab
            d. Go to the drop down menu where it says Auto Pay Balance and change it to CC AutoPay/No Show TT
            e. Go to the Auto Pay Option
            f. Select Add/Change Credit Card Information
            g. Either select the card and select save or Add the new card information using the pin pad and save.

    ii. If you select ACH, you will be required to ADD/Change Banking Information.
        - Click on Add/Change Banking Information tab, and a screen will appear where you may select a bank account that has previously been linked to billing in the Household or enter new information, from voided check provided, by clicking on Add Check/Savings Account tab. A screen will

appear where you will add: Account Holder's Name, Routing Number and Account Number, in the appropriate fields.

- Then select continue

i. Once the billing information has been entered, proceed down the screen where you will be able to adjust fees for pass proration or initiation/enrollment fees, based on the fee schedule for your facility.

j. Zero out the Pass Resident or Non-Resident fee and enter the prorated amount on the Prorate Res, N/R Fee line. Once the fees are correctly charged, you may proceed to the checkout process or repeat steps 3 through 6 to sell another pass to a member of the same household. If the second pass is an additional family member, FA, pass, you will not be prompted to enter billing information again. When all sales are completed for this household, click Continue and proceed to the checkout process.

k. Discounts may be entered with the facility manager's written authorization or in conjunction with facility promotion events. Please enter any discount details in the "Notes" field.

l. Select the "Payment" button with your mouse to proceed to the payment screen and complete the transaction. Refer to section B for instructions.

B. Payments

The Hoffman Estates Park District accepts the following payment types at all facilities: cash, check, money order, certified check, Visa, MasterCard, American Express, and Discover. Pass registration must be paid in full at time of purchase.

1. No transactions, POS, Activity, Pass, Facility, or Global will be finalized until the payment has been processed. Complete all transactions by selecting the "Payment" button with your mouse. This will change the top of your RecTrac screen to the payment screen while leaving the items sold on the bottom of the screen.

2. Enter the correct payment code in the appropriate field.

Pay Code	Pmt. Type
01	Check
02	Cash
03	Credit Card
08	Gift Card
09	Verifone Credit Card Sales
10	PCCC Lightning Pass
14	The Club at PS Member Incentives
18	TCIA Member Incentives
19	WRC Member Incentives

Certain pay codes are not available at every facility.

3. Enter the amount the customer is paying in the “Pay Amt” field.

4. If applying a coupon to the transaction, select the “apply coupon” button at the bottom of the screen and select the appropriate coupon from the populated list.

5. Click in the “Pay Ref 1” field to enter the payment reference. The payment reference should be the check number if paying by check; the credit card type and last 4 digits of the card number if paying by credit card; the last 8 digits of the gift card number if paying with an HEPD gift card; and the purpose the Member Incentive is being applied to the member household if paying with a The Club at PS Member Incentive certificate. **All payment references should include the reason for payment such as the pass type or number.** Use the second payment reference line if necessary.

6. If the customer is paying more than the amount due and wishes to leave a credit balance on their household, enter the payment for the rental first and click the add payment button. Then you must enter the overpayment amount they desire and select the “Add Credit/Refund Apply” to designate which area of RecTrac the credit may be used through the drop down options. Once finished, you will select the “Add Credit” button to the left to process this overpayment. The Park District does not allow change to be given back after a transaction unless the payment was made in cash.

7. All credit card transactions will print a minimum of 2 receipts from RecTrac. One receipt should be given to the customer; the second receipt should be signed by the customer and turned in with your daily cash deposit.

8. Always count change carefully. Check all fifty and hundred dollar bills with the counterfeit detector pen. Do not leave the cash register drawer open for any reason. The drawer will pop open with the completion of the sale.

9. **Always watch the computer screen. Never assume you know what the computer will ask next.**

10. When pass sale is complete, screen will prompt you to take a photo to print a Member ID or select an existing photo in the HH to print an ID from. If this step is skipped, you can go back into the HH, click on Update HH and using the Pass Print button on the far right, can take a photo or print using an existing photo for the member. If member already has a member ID from another facility or previous pass membership, they may continue to use their current member ID for access to the facility.

C. All cash register drawers are subject to periodic spot checks by the business department.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: __8/18/08__________ ______DRB________________________

Revision Date: ___8/13/12_________ _Craig Talsma/Dean Bostrom__________

Revision Date: ___12/01/17________ _Craig Talsma/Dean Bostrom__________

Revision Date: ___8/01/19_________ ________C.Talsma__________________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
POS Cash Receipts Procedure

1.240 <u>POS Cash Receipts Procedure</u>

All sales are to be entered into the computer at the time they are received from the customer.

A. POS Module Sales

All POS sales PSC, TC, WRC, BPC, and Seascape **must be attached to a HH *<u>only</u>* if the customer presents a Hoffman Estates Park District (HEPD) Fitness Center Pass, Resident ID, or Non-Resident Discount Pass, *<u>but can be processed as a daily sale with no HH affiliation if a HEPD Pass is not presented</u>*. All BPC golf outing and special order POS sales must be attached to the household of the customer placing the order.**

1. Point of Sale Entries
    a. POS sales may be entered by selecting Touch Screen POS Processing, or, if a customer is registering for an activity, reserving a room, or purchasing a pass in conjunction with the POS purchase, Global Sales may be used. POS sales consist of inventory items, tickets, and service items for lessons or daily visit fees. Donations to the Foundation and Giving Tree items are also listed under POS service items.
    b. Click the HH Look up button to proceed to the HH selection if attaching the sale to a HH.
    c. Type the customer's last name in the lookup box to see a customer picklist.
    d. Select the correct customer from the picklist or select Add Household to create a new HH. When searching for a household you can search by the following: last name, first name, family members name, telephone number, e-mail address, and home address. Select the tab that matches the look up box information. **Do not create a new household without checking for the entire above mentioned customer information.**
    e. Once selected, the HH will appear below the buttons, showing any existing HH balance. If there is an existing HH balance or credit, ask the customer to pay the balance or if they would like to apply the credit to this sale.

B. Payments

The Hoffman Estates Park District accepts the following payment types at all facilities: cash, check, money order, certified check, Visa, MasterCard, American Express, and Discover. **POS Payments must be paid in full at the time of purchase unless written payment arrangements have been made**

in advance with the facility manager and a signed agreement/contract is on file with the Administration & Finance Department. Special order POS sales will require a 50% guaranteed payment (cash, credit card, cashier's check) at the time the order is placed, with the final guaranteed payment due when the item is picked up.

1. No transactions, POS, Activity, Pass, Facility, or Global will be finalized until the payment has been processed. Complete all transactions by selecting the "Payment" button with your mouse. This will change the top of your RecTrac screen to the payment screen while leaving the items sold on the bottom of the screen.
2. Enter the correct payment code in the appropriate field.

Pay Code	Pmt. Type
01	Check
02	Cash
03	Credit Card
08	Gift Card
09	VeriFone Credit Card Sales
10	BPC Lightning Pass
14	PSC Member Incentives
18	TCIA Member Incentives
19	WRC Member Incentives
22	CC Manual

Certain pay codes are not available at every facility.

3. Enter the amount the customer is paying in the Amount field.
4. If applying a coupon to the transaction, select the "apply coupon" button at the bottom of the screen and select the appropriate coupon from the populated list.
5. Click in the "Pay Ref 1" field to enter the payment reference. The payment reference should be the check number if paying by check; the credit card type and last 4 digits of the card number if paying by credit card; the last 4 digits of the gift card number if paying with an HEPD gift card; the gift certificate number if paying with an HEPD gift certificate; and the purpose for which the Member Incentive is being applied to the member household if paying with a PSC Member Incentive certificate, TCIA Member Incentive, or WRC Member Incentive; the Lightning Pass number if using a lightning Pass. **All payment references should include the reason for payment such as the activity name or number.** Use the second payment reference line if necessary.
5. If the customer is paying more than the amount due and wishes to leave a credit balance on their household you will need to type the amount they wish to pay in the payment box, (this will always default to the amount due) select add Credit/Refund Apply Restrictions, and process. If you need to process a credit to a certain module change your payment amount, select add

credit/refund apply-restriction but now in the drop down selection under credit module select the module where the credit should be applied and select process. The Park District does not allow change to be given back after a transaction unless the payment was made in cash.

6. To process a Split Payment, enter the first amount to be paid in the Amount field, select the appropriate payment code, and click "+ Add Payment" to process the first payment. Then enter the next amount to be paid and repeat the steps above. You can process as many payments as necessary to pay the full amount due.
7. All credit card transactions will print a minimum of 2 receipts from RecTtrac. The detailed receipt should be given to the customer; the authorization (no detail) receipt should be signed by the customer and turned in with your daily cash deposit.
8. Always count change carefully. Check all cash in accordance to procedure 1.201. Do not leave the cash register drawer open for any reason. The drawer will pop open with the completion of the sale.
9. **Always watch the computer screen. Never assume you know what the computer will ask next.**

C. All cash register drawers are subject to periodic spot checks by the Business Department.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _8/18/08___________ _________DRB, Exec Director__________

Revision Date: ___3/19/13_________ ______D. Bostrom, Exec Dir/Craig Talsma

Revision Date:______11/18/13______ D. Bostrom, Ex Dir/CTalsma, Dept Dir_____

Revision Date:______12/01/17______ D. Bostrom, Ex Dir/CTalsma, Dept Dir_____

Revision Date:______8/01/19_______ _____________C.Talsma__________________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Debt Collection or Write Off

1.241 Debt Collection or Write Off Procedure

A. It is the program/facility manager's responsibility to try to collect all fees associated with their programs, passes, POS sales, or rentals. **All participants are required to pay in full prior to participation in any program, league, or use a facility run by the Hoffman Estates Park District unless arrangements have been made in advance, in writing, with the appropriate program/facility manager and approved by the appropriate division director.**

B. Staff must run the trial balance report from the individual modules in RecTrac or the Global Household Trial Balance report to check on outstanding balances for their programs, rentals, passes, or POS sales.
   1. When staff have outstanding balances on the RecTrac trial balance reports, they must notify the participant/household member by phone/email, noting the date the call was made or keeping all email correspondence saved in their inbox/sent items folder. The response should be noted in the household comments located in household maintenance in Rectrac.
   2. If the participant/household member can not be reached by phone/email or fails to make the payment after being notified by phone/email, staff will send a letter to the household and save a copy of the letter on the shared drive in the Rectrac Balance Collection Letters folder, and note the date sent in the household comments located in household maintenance in Rectrac.
   3. Repeat steps B1 and B2 3 times before the end of the program, league, or membership.

C. NSF checks will result in a bad payment being logged in the offender's household and inactivation of the offender's household by the business department. Collection of NSF's will follow procedure 1.219, NSF Procedure.

D. While program/facility managers attempt to collect balances due, business department staff will send out statements through RecTrac according to procedure 2.006 Collection of Revenue from Recreation Programs.

E. If the unpaid fees are deemed to be uncollectable by the program/facility manager, they must complete the Request for Write Off Form attaching all correspondence with the participant/household and have the appropriate superintendent/division director sign signifying their approval. Once the Request for Write Off Form has been completed and signed by the appropriate personnel, it should be forwarded to the director of finance and administration for final approval. Additionally, there is the option of the balance to be turned over to the collection/attorney should the director of finance and administration deem it necessary.

Review: DRB 12/01/17

1. Once the write off has been approved by the director of finance and administration, the designated business department staff will complete the write off in RecTrac, inactivate the household and add a household tickler indicating why the household is inactive. The write off will then be processed by the designated business department staff in MSI as the final step in the process.

Date Approved: ___9/19/08_______ ________Bostrom____________________

Date Approved: ____4/4/13________ _________DRB_____________________

Revision Date: _______________ __________________________________

SEE ATTACHMENT

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT

REQUEST FOR BALANCE WRITE OFF

Household # ________________

Family Name ____ Date ______________

Name of Registrant ____

Address ____ Phone ________________

☐ Program ☐ Facility ☐ Pass ☐ POS

Name ________________________ Number ________________ Section ________________

Item or Description ____

Amount Requested ______________

Reason for Request ____

____

____

____

____

____

____

Submitted by________________________

Departmental Approval ________________

-------------------------------------- Business Department Use Only --------------------------------------

Received by ________________________

Date Received ______________________

Finance Approval ____________________

Approval Date _______________________

Processed by _______________________

Rec Trac Date ______________________

MSI Date ___________________________

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Commissioner District Services Procedure

1.243 Commissioner District Services Procedure

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording commissioner use of District services, any service extended must be attached to their household.

A. Current Serving Commissioners
All current serving commissioners will be identified by the HEPDCM pass attached to their District ID, as well as tickler's in their HH identifying them as such. All current serving commissioners are allowed to utilize District services that are available at no additional cost to the District. Their additional family members will be identified as HEPDCX.

B. Program Registration
Any program Registration should be forwarded to the business department for processing.
1. Programs that are considered seasonal may be utilized at no cost if at the start of the program the registration does not preclude a paying customer from enrolling in the program. If the program is at capacity, an option to remain in the program will be granted with a 20% discount towards fees. In the event that the program is not at capacity, participation is granted at no cost, but the commissioner is still responsible for any District direct cost (i.e. uniforms, meals, trips, etc.).
2. Programs that are considered school-year or year-round are offered at a 20% discount.
3. Programs that are considered contractual are offered at a 20% discount.

C. Lessons/Services/Facilities
1. Lessons, services or facility rentals are offered at a 20% discount.
2. Complimentary usage of the following facilities:
    a. BPC – green fees M-F
    b. BPC – green fees Sat, Sun and holidays, after 1pm
    c. BPC – Learning Center
    d. WRC
    e. TCIA
    f. Seascape
    g. The Club at Prairie Stone
3. Concessions/Meals
    a. BPC – complimentary post mix soda

Review: CET 8/01/19

b. BPC – 15% discount on food and other non-alcoholic beverages
c. Facility Concessions – 15% discount

4. Pro-Shops will offer a 10% discount or up to the gross profit percentage if coordinated in advance through the District's administrative staff.

D. Guest Usage

Each serving commissioner will have a HEPDCPP pass linked to their District ID card. This punch pass allows a commissioner to grant access and waive fees for up to 10 guests per quarter when the guest is accompanied by the commissioner. These passes will automatically expire at the end of each quarter and will be renewed by the business department, please note that visits not used during the prior quarter will expire.

a. First record the commissioner visit by swiping the commissioner ID and recording the visit as a no charge visit for the commissioner or the commissioner's direct family member as will be allowed by the membership attached to their HEPD ID.
b. Fitness & golf facilities - If a commissioner wishes to grant access to a guest, please swipe the commissioner pass and select a visit against the HEPDCPP pass which is a punch pass so that the visit which was just granted is recorded.
c. Programs - All commissioner registrations should be forwarded to the business department to the attention of registration for processing. The business department will also record a visit against the HEPDCPP pass to account for the guest participation.
d. When processing the visit, staff should enter a visit purpose. Please select one of the following according to the visit being used:

G-BPC	Bridges Poplar Creek
G-PSS	The Club at Prairie Stone
G-REC	Recreational Programming
G-TC	Triphahn Center
G-WRC	Willow Rec

e. For purposes of this procedure all quarters will begin on the first business day of the quarter, and the business department will renew these passes on that day.
f. If the commissioner has utilized their guest passes for a given quarter, their guest should be charged the HEPD FT employee guest rate for the guest visit.

Facility daily fee -	$3
BPC 9/18 holes w/cart -	$9/$18

E. Past Commissioners

The Board recognizes the time and effort contributed by past commissioners who have served at least eight (8) years in office. These past commissioners will be identified by the HEPDCMP pass attached to them, as well as a tickler in their HH identifying them as such. The following will be available annually if requested:

1. Complimentary usage of the following facilities:
   a. BPC – green fees M-F
   b. BPC – green fees Sat, Sun and holidays, after 1pm
   c. BPC – Learning Center
   d. WRC
   e. TCIA
   f. Seascape
   g. The Club at Prairie Stone
2. Past commissioner visits must be recorded in their household.
3. Past commissioners are responsible for any tax liability for such benefits as computed at the employee guest rate value. If the total value of such benefits exceeds $600 in a calendar year the past commissioner will be issued a 1099 from the District.

F. Failure to adhere to this procedure will result in training notification in accordance with Procedural Training Procedure and could result in disciplinary action up to and including dismissal.

Approval Date: __8/29/12____ ___Bostrom_____________________

Review Date: __12/01/17____ ___Dean R. Bostrom______________

Review Date: __8/01/19____ _____C.Talsma__________________

Review: CET 8/01/19

Hoffman Estates Park District
Full Time Employee District Services Procedure

1.244 Full Time Employee District Services Procedure

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording full time employee use of District services, any service extended must be attached to their household.

A. Full Time (FT) Employees
All FT employees will be identified by the HEPDFT pass attached to their District ID, as well as tickler's in their HH identifying them as such. All FT employees are allowed to utilize District services that are available at no additional cost to the District. Their additional family members will be identified as HEPDFX.

B. .For this policy, an employee is defined as full-time employees or immediate family members. Immediate family includes all dependent children, spouse or domestic partner, and parents (by blood or marriage) of the employee.

When requested by an employee, a 20% discount on program registration or facility memberships will be offered to non-dependent members of the employee's family (by blood or marriage) who do not live within the same household, including children, parents, grandparents, grandchildren and siblings, as approved by employee's Division Director.

1. All full-time employees per IRS guidelines shall be allowed to utilize district services available at no additional cost to the District for no charge.

2. An employee's enrollment will not be counted towards the minimum number of required participants to have a class run. Therefore, if the required minimum is not met without the employee's enrollment to either run a class (or an additional class or session), the class will not run unless the employee pays 80% of the registration fee and thereby creates enough paid participants to meet the required minimum.

3. District seasonal programs may be utilized at no cost to the employee if the employee's registration does not preclude a paying individual from being in the program when the program begins.

4. Non-seasonal classes, school-year, or year-round activities that do not have a specific registration date (i.e. preschool, ELC, STAR) shall be offered to the employee at an 80% discount; however, if the program is at capacity, the employee can remain in the program by paying the registration fee less the IRS allowable 20% discount for services.

5. For contractual-based programs or any individual direct cost fee-based activity or

program (i.e., private lessons or services) or facility rentals, employees will receive a 20% discount off the cost of the program or activity.

6. Employees will be required to pay any costs for their enrollment that applies to the program’s direct participant’s cost (i.e., cost of uniforms, direct supplies, food or meals, trips, or special events).

7. Discounted or complimentary registration applies only to the employee participating in a team sport (not to the whole team's cost).

8. Employee participants must complete the standard registration process to enroll in a class.

9. Complimentary usage (or memberships) of the following facilities is provided to all full-time employees and immediate family members:

    a. BPC green fees Monday through Friday and after 1:00 p.m. Saturday, Sunday and holidays

    b. Complimentary use of the driving range

    c. Staff may make TopTracer reservations less than 48 hours in advance for no charge. All other reservations shall receive a 50% discount, or as approved by the Director of Golf or the Executive Director.

    d. Willow Recreation Center

    e. Triphahn Center and Ice Arena (fitness center and open skate)

    f. Seascape Aquatic Center

    g. The Club at Prairie Stone™

    h. Dog Parks

10. Employees shall be eligible for complimentary post-mix soda (a de minimis fringe benefit) and the lessor of the gross profit percentage or a 50% discount on food and other non-alcoholic beverages purchased at Bridges of Poplar Creek Country Club (excluding special events, programs, or parties):

11. Employees will receive a 10% discount at the district’s pro shops or up to the gross profit percentage if coordinated in advance through the District’s administrative staff.

12. All employees must meet any requirements and restrictions for facility usage, including regular hours of operation, age limitations, and waivers

Review: CT 08/25/2022

Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	___8/29/10__	_______Bostrom_____________________
Review Date:	___12/01/17__	_______Dean R. Bostrom______________
Review Date:	__08/25/22___	_________C.Talsma__________________

Review: CT 08/25/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Full Time Employee District Services Procedure

1.244 Full Time Employee District Services Procedure

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording full time employee use of District services, any service extended must be attached to their household.

A. Full Time (FT) Employees
All FT employees will be identified by the HEPDFT pass attached to their District ID, as well as tickler's in their HH identifying them as such. All FT employees are allowed to utilize District services that are available at no additional cost to the District. Their additional family members will be identified as HEPDFX.

B. Program Registration
Any program registration should be forwarded to the business department for processing.
1. Programs that are considered seasonal may be utilized at no cost if at the start of the program the registration does not preclude a paying customer from enrolling in the program. If the program is at capacity, an option to remain in the program will be granted with a 20% discount towards fees. In the event that the program is not at capacity, participation is granted at no cost, but the employee is still responsible for any District direct cost (i.e. uniforms, meals, trips, etc.).
2. Programs that are considered school-year or year-round are offered at a 20% discount.
3. Programs that are considered contractual are offered at a 20% discount.
4. An employee may submit a request to the executive director or their designee for approval to extend the 20% discount to a guest accompanying them.

C. Lessons/Services/Facilities
1. Lessons, services or facility rentals are offered at a 20% discount.
2. Complimentary usage of the following facilities:
    a. BPC – green fees M-F
    b. BPC – green fees Sat, Sun and holidays, after 1pm
    c. BPC – Learning Center
    d. WRC
    e. TCIA
    f. Seascape

Review: CET 8/01/19

        g. The Club at PS
3. Concessions/Meals
    a. BPC – complimentary post mix soda
    b. BPC – 15% discount on food and other non-alcoholic beverages
    c. Facility Concessions – 15% discount
4. Pro-Shops will offer a 10% discount or up to the gross profit percentage if coordinated in advance through the District's administrative staff.
5. Guest Usage
    a. An employee is allowed to have a guest accompany them at the following guest rates:

Facility daily fee -	$3
BPC 9/18 holes w/cart -	$9/$18

    b. The employee must accompany their guest.
    c. The employee visit must be recorded in their household.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___8/29/10__ _______Bostrom_____________________

Review Date: ___12/01/17__ _______Dean R. Bostrom______________

Review Date: ___8/01/19___ _________C.Talsma__________________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Community Representative &
Foundation Board Trustee District Services Procedure

1.245 Community Representative & Foundation Board Trustee District Services

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording community representative and foundation board trustee use of District services, any service extended must be attached to their household.

A. Community Representative/Foundation Board Trustee
All community representatives/foundation board trustees will be identified by the COMM pass attached to their District ID, as well as tickler's in their HH identifying them as such.

B. All Community Representatives with more than one year of service on a standing committee and all Foundation Board Trustees with more than one year of service and who attend a minimum of 50% of the Foundation Board meetings and events each year may receive the following discounts for usage (or membership) of the following facilities based upon availability:

1. Seascape Aquatic Center: 50% off individual membership (one per term).
2. Bridges of Poplar Creek Country Club: 50% off driving range buckets of balls and TopTracer rental, and 50% off resident rate green fees Employee Guest Rate on weekdays and after 1:00 p.m. on Fridays, weekends and holidays.
3. Hoffman Estates Park District Scott R. Triphahn Community Center & Ice Arena: 50% off individual membership (one per term).
4. Willow Racquetball and Fitness Center: 50% off individual membership (one per term).
5. The Club at Prairie Stone: 50% off individual membership (one per term). No discount will be given on Massage, Day Spa, Personal Training, Nutrition or Private Tennis Lessons.
6. F. Bo's Run and/or Freedom Run 50% off resident rate.
7. A recreation program discount of 20% will be given for Community Representatives, Foundation Board Trustees and their immediate family members.
8. Facility rental discount of 20% will be given for Community Representatives, Foundation Board Trustees and their immediate family member.
9. 50% discount on food and non-alcoholic beverages at the Bridges of Poplar Creek facilities.

Approval Date: __8/29/12__ _________Bostrom_______________

Review Date: ___8/20/14__ ________D.Bostrom______________

Review: CT 08/25/2022

Review Date:	___8/01/19__	__________C.Talsma_____________
Review Date:	___08/25/2022__	__________C.Talsma_____________

Review: CT 08/25/2022

Hoffman Estates Park District
Community Representative &
Foundation Board Trustee District Services Procedure

1.245 Community Representative & Foundation Board Trustee District Services

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording community representative and foundation board trustee use of District services, any service extended must be attached to their household.

A. Community Representative/Foundation Board Trustee
All community representatives/foundation board trustees will be identified by the COMM pass attached to their District ID, as well as tickler's in their HH identifying them as such.

B. All community representatives serving on a standing committee, and all foundation board trustees who attend a minimum of 50% of the foundation board meetings and events each year, may receive the following discounts for usage (or membership) **during their first year**

1. Program Registration
   Any program registration should be forwarded to the business department for processing.
   a. Programs will be offered at a 10% discount to Comm Rep/Foundation Trustee and their immediate family members. The discount does not apply to contractual programs.
2. Lessons/Services/Facilities
   Complimentary usage of the following facilities based on availability during their first year:
   a. BPC – 25% off resident green fees M-F
   b. BPC – 25% off resident green fees Sat, Sun and holidays, after 1pm
   c. BPC – 25% off buckets at learning center
   d. WRC – 25% off resident rate individual fitness membership
   e. TCIA - 25% off resident rate individual fitness membership and open skate
   f. Seascape – 25% off resident rate individual membership
   g. The Club at PS - 25% off resident rate individual fitness membership
   h. No discount will be given on massage, day spa, personal training, nutrition or private lessons
   i. Bo's Run and/or Freedom Run – 25% off resident rate

C. All community representatives with **more than one year of service** on a standing committee and all foundation board trustees with more than one year of service and who attend a minimum of 50% of the foundation board meetings and events each year may receive the following discounts for usage or membership.

1. Program Registration
   Any program registration should be forwarded to the business department for processing.
   a. Programs will be offered at a 20% discount for Comm Rep/Foundation Trustees and their immediate family. The discount does not apply to contractual programs.
2. Lessons/Services/Facilities
   Complimentary usage of the following facilities based on availability:
   a. BPC – 50% off resident green fees M-F
   b. BPC – 50% off resident green fees Sat, Sun and holidays, after 1pm
   c. BPC – 50% off buckets at learning center
   d. WRC – 50% off resident rate individual fitness membership.
   e. TCIA - 50% off resident rate individual fitness membership and open skate.
   f. Seascape – 50% off resident rate individual membership.
   g. The Club at PS - 50% off resident rate individual fitness membership.
   h. No discount will be given on massage, day spa, personal training, nutrition or private lessons.
   i. Bo's Run and/or Freedom Run – 50% off resident rate.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	__8/29/12__	_________Bostrom_______________
Review Date:	___8/20/14__	________D.Bostrom______________
Review Date:	___8/01/19__	__________C.Talsma_____________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Part Time Employee District Services Procedure

1.246 Part Time Employee District Services Procedure

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording full time employee use of District services, any service extended must be attached to their household.

Permanent Part-Time PPT

1. Immediate family includes all dependent children, spouse or domestic partner, and parents (by blood or marriage) of the employee.

   When requested by an employee, a 20% discount on program registration or facility memberships will be offered to non-dependent members of the employee's family (by blood or marriage) who do not live within the same household, including children, parents, grandparents, grandchildren and siblings, as approved by employee's Division Director.

2. All full-time employees per IRS guidelines shall be allowed to utilize district services available at no additional cost to the District for no charge.

   An employee's enrollment will not be counted towards the minimum number of required participants to have a class run. Therefore, if the required minimum is not met without the employee's enrollment to either run a class (or an additional class or session), the class will not run unless the employee pays 80% of the registration fee and thereby creates enough paid participants to meet the required minimum.

   District seasonal programs may be utilized at no cost to the employee if the employee's registration does not preclude a paying individual from being in the program when the program begins.

   Non-seasonal classes, school-year, or year-round activities that do not have a specific registration date (i.e. preschool, ELC, STAR) shall be offered to the employee at an 80% discount; however, if the program is at capacity, the employee can remain in the program by paying the registration fee less the IRS allowable 20% discount for services.

Review CT 08/25/2022

3. For contractual-based programs or any individual direct cost fee-based activity or program (i.e., private lessons or services) or facility rentals, employees will receive a 20% discount off the cost of the program or activity.

4. Employees will be required to pay any costs for their enrollment that applies to the program's direct participant's cost (i.e., cost of uniforms, direct supplies, food or meals, trips, or special events).

5. Discounted or complimentary registration applies only to the employee participating in a team sport (not to the whole team's cost).

6. Employee participants must complete the standard registration process to enroll in a class.

7. Complimentary usage (or memberships) of the following facilities is provided to all full-time employees and immediate family members:

   A. BPC green fees Monday through Friday and after 1:00 p.m. Saturday, Sunday and holidays

   B. Complimentary use of the driving range

   C. Staff may make TopTracer reservations less than 48 hours in advance for no charge. All other reservations shall receive a 50% discount, or as approved by the Director of Golf or the Executive Director.

   D. Willow Recreation Center

   E. Triphahn Center and Ice Arena (fitness center and open skate)

   F. Seascape Aquatic Center

   G. The Club at Prairie Stone™

   H. Dog Parks

8. Employees shall be eligible for complimentary post-mix soda (a de minimis fringe benefit) and the lessor of the gross profit percentage or

a 50% discount on food and other non-alcoholic beverages purchased at Bridges of Poplar Creek Country Club (excluding special events, programs, or parties):

9. Employees will receive a 10% discount at the district's pro shops or up to the gross profit percentage if coordinated in advance through the District's administrative staff.

10. All employees must meet any requirements and restrictions for facility usage, including regular hours of operation, age limitations, and waivers.

Part-Time I (PTI) and Seasonal Employees working 40 hours per week.

A. IMRF participation is extended to all PTI employees (mandatory).

B. Complimentary usage (or memberships) of the following facilities will be provided to all PTI employees based upon availability:

1) Seascape Aquatic Center (employee and immediate family)

2) Bridges of Poplar Creek Country Club (employee only):
 - greens fees and driving range usage on weekdays and after 1:00 p.m. on weekends and holidays.
 - complimentary post-mix soda (a de minimis fringe benefit) and a 50% discount on food and other non-alcoholic beverages (excluding special events, programs, or parties).
 - 50% off reservations of TopTracer usage or free walk-on usage.

3) Triphahn Center and Ice Arena: complimentary employee membership
and open skate

4) Willow Recreation Center: complimentary employee membership

5) The Club at Prairie Stone™: complimentary employee membership

6) Dog Parks

C. A recreation program discount of 20% will be given for PTI employees and their immediate family members.

D. Immediate family members receive 20% discount on facility memberships (Triphahn Center, Willow Rec Center, and The Club at Prairie Stone).

Part-Time II (PTII) Benefits

A. PTII employees may receive the following discounts for usage (or memberships) of the following facilities based upon availability:

1. Seascape Aquatic Center complimentary membership (employee only).

2. Bridges of Poplar Creek Country Club (employee only):
 - 50% off driving range buckets of balls and 50% off resident rate green fees on weekdays and after 1:00 p.m. on weekends and holidays.
 - complimentary post-mix soda (a de minimis fringe benefit) and a 50% discount on food and other non-alcoholic beverages (excluding special events, programs, or parties).
 - 50% off use of TopTracer stations or as authorized by Director of Golf or Executive Director.

3. Triphahn Center and Ice Arena: complimentary employee membership.

4. Willow Rec Center: complimentary employee membership.

5. The Club at Prairie Stone™: complimentary employee membership.

~~6.~~ Dog Parks: complimentary membership~~.~~

7. Complimentary Open Skate at Triphahn Center for employee and family.

8. Recreation program discount of 20% for employee and

family, except those programs that utilize independent contractors.

9. 20% discount on all facility memberships for family.

Failure to adhere to this procedure will result in training notification in accordance with Procedural Training Procedure and could result in disciplinary action up to and including dismissal.

Approval Date:	__*9/20/10_______	_______DRB___________________
Review Date:	__8/29/12____	_____Bostrom___________________
Revised date:	11/2018	C.Talsma
Revised Date:	08/25/2022	C Talsma

Review CT 08/25/2022

Hoffman Estates Park District
Part Time Employee District Services Procedure

<u>1.246 Part Time Employee District Services Procedure</u>

In accordance with the approved policies of the District, the following procedure will be followed in determining and recording full time employee use of District services, any service extended must be attached to their household.

A. Permanent Part Time (PPT) Employees
All PPT employees will be identified by the HEPDPPT pass attached to their District ID as well as a tickler in their HH identifying them as such.
1. Program registration will be offered at a 20% discount. Any program registration should be forwarded to the business department for processing.
2. Complimentary usage of the following facilities based on availability:
    a. Bridges of Poplar Creek Country Club: green fees and driving range usage on weekdays and after 1:00 p.m. on weekends and holidays.
    b. WRC
    c. TCIA
    d. Seascape (employee & immediate family)
    e. The Club at Prairie Stone
    f. Pro-Shops will offer a 10% discount or up to the gross profit percentage if coordinated in advance through the District's administrative staff.
    g. The employee visit must be recorded in the employee's household.

B. Part Time I (PTI) Employees
All PTI employees will be identified by the EIDP pass attached to their District ID.
1. Program registration will be offered at a 10% discount. Any program registration should be forwarded to the business department for processing. The discount does not apply to contractual programs.
2. After five (5) continuous years of service, the discount increases to 20%.
3. Complimentary usage of the following facilities based on availability:
    a. Bridges of Poplar Creek Country Club: 50% off driving range buckets of balls and 50% off resident rate green fees on weekdays and after 1:00 p.m. on weekends and holidays.

b. TCIA - complimentary individual membership and open skate.
c. WRC – complimentary individual membership.
d. Seascape – complimentary individual membership.
e. The Club at Prairie Stone – complimentary individual membership.
f. The employee visit must be recorded in the employee's household.

C. Part Time II (PTII) Employees
All PTII employees will be identified by the EIDP pass attached to their District ID.

1. Complimentary usage of the following facilities based on availability:
    a. Bridges of Poplar Creek Country Club: 50% off driving range buckets of balls and 25% off resident rate green fees on weekdays and after 1:00 p.m. on weekends and holidays.
    b. WRC – 50% off resident rate individual fitness membership.
    c. TCIA - 50% off resident rate individual fitness membership and open skate.
    d. Seascape – 50% off individual membership.
    e. The Club at Prairie Stone - 50% off resident rate individual fitness membership.
    f. PT2 employees of a District facility may receive complimentary usage of that facility with the facility manager's approval.
    g. The employee visit must be recorded in the employee's household.

D. Failure to adhere to this procedure will result in training notification in accordance with Procedural Training Procedure and could result in disciplinary action up to and including dismissal.

Approval Date: __*9/20/10_______ _______DRB____________________

Review Date: __8/29/12____ _____Bostrom___________________

Revised date: 11/2018____ C.Talsma

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Application of Technology

1.247 <u>Application of Technology</u>

Description of applications in place to enable participants, staff and District to operate efficiently. These applications are updated as releases become available.

A. Registration
   1. Vermont Systems, Inc. (VSI) RecTrac registration software is used by all District employees to create program, membership, POS and rental opportunities, as well as register and track participants.
   2. VSI WebTrac is the web based version of RecTrac. WebTrac currently offers program registration and a WAN connection which is being utilized by an intergovernmental agreement for Freedom Run Dog Park.

B. Accounting

   BS&A Software (BSA) provides the District accounting software.
   1. General Ledger – which all users have access to make inquiries and reports from, the business department are the only staff with password access to make journal entries.
   2. Budget Module – designated staff have password access to make budget recommendations/entry which is then reviewed in conjunction with the District budget process.
   3. Cash Receipts Module – designated business department cash control staff have password access that allow registration upload information from VSI RecTrac.
   4. Purchase Requisition Module – designated staff with the authority to make District purchases has password access and are required to complete a requisition and obtain approval prior to purchase. Once approved, these requisitions are turned into approved purchase orders that communicate with the A/P Module.
   5. Accounts Payable Module – designated business staff with password access match PO to incoming invoices and document for payment.
   6. Payroll Module – designated business staff with password access maintain employee information and produce direct deposit payment for hours worked.
   7. Human Resource Module – designated business staff with password access maintain employee information including benefit tracking, application/hiring, ongoing education, etc.
   8. Fixed Asset Module – designated business staff with password access maintain fixed asset procurement and disposal as well as annual depreciation.

C. Payroll
   1. BSA Payroll Module – designated business staff with password access maintain employee information and produce direct deposit payment for hours worked.

2. VSI FinTrac – electronic time capture for hours worked. All non-exempt staff are issued an ID badge that when swiped requires an additional security code to allow selection of service being performed.
3. MSOffice Outlook – designated staff that earn PTO request said time.

D. Work Orders
1. VSI MainTrac – designated staff with password access have the ability to request work from various District departments; Parks, Business, and Supply.
2. Parks division tracks all work performed by parks staff.

E. Records Management
1. Home Directories – designated staff with password access are issued a home directory to manage documents and items that need to be referenced.
2. Shared Directories – designated staff with password access are issued a shared directory to manage documents and items. Shared folders also exist that are restricted, thus having additional credential requirement for District viewing.

F. Access Control
1. VSI RecTrac – offers an Access Control component that limits user access based on restrictions that are controllable, which are determined by payment for membership services.

G. Inventory
1. Graphic Information System (GIS) – designated staff with password access maintain location and condition of inventory.
2. BSA Fixed Asset – designated staff with password access maintain valuation of inventory.

Approval Date: _____4/5/13________ _______D. Bostrom, Exec Dir/CTalsma____

Revision Date: _____12/01/17________ _______D. Bostrom, Exec Dir/CTalsma____

Revision Date: _____07/15/19________ _______C. Talsma, Exec Dir_____________

Review: CET 07/15/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Electronic Requisition Procedure

1.248 Electronic Requisition Procedure

The purpose of this procedure is to outline the process to enter an electronic purchase requisition, the approval process, and subsequent creation of a District authorized purchase order. The authorized purchase order can then be used to obtain goods and or services for the District in accordance with Procedure # 1.205, Procedure for Purchasing.

A. Requisition Entry

1. Open BSA PO icon.
2. Enter your password. (Each employee has their own password that has restrictions based on GL codes.)
3. Select add (at the top left of the screen.)
4. Enter the vendor number. Typically the vendor number is the first three letters the name and the first three numbers of the address. Click the magnifying glass to see the vendor listing. Vendor listings are available, please contact the business department if you would like one.
    a. **Any new vendors must be entered by the business department, please allow sufficient time for credit application processing.**
    b. The application can be found on the shared drive under forms.
5. Click the magnifying glass for a selection of District facilities to ship to.
6. The description line should be a general description line applicable to the entire requisition.
7. Enter the approval department assigned to you or if you purchase for multiple areas, select the magnifying glass for a selection of approval departments to pick from.
8. If you are entering the requisition on behalf of someone else, please enter their user ID in the requested by section.
9. The internal notes area should be used to communicate internally any necessary information regarding the purchase i.e., budget variance, timing issues, quotes, etc.
10. The tab marked purchasing card info is where it would be indicated if a District credit card is being used. Select whether using the Capital One, VISA or AMEX and enter the last 4 of the card used.
11. In the body of the requisition, enter the quantity wishing to purchase.
12. Select the type of unit being purchased from the drop down menu choices.
13. Enter brief but descriptive information about the item you are wishing to purchase, see examples:
    a. DropZone Trip 4/12 Qty 32
    b. Magic Class 247425B (7)
    c. PS-BLOWER WHEEL RTU-1(2)
    d. TC-MO PEST-JUN17
14. Enter the per unit price.

15. The system will automatically calculate the total amount of each line item as well as the total amount of the requisition.
16. Enter the appropriate budget (G/L) account number for the goods/services to be charged to. If you are unsure of your account number, enter the first digits and select the magnifying glass to view the account numbers.
17. If the requisition meets the needs of a manual check, mark the box in the lower left corner.
18. Once you have finished entering the items to be purchased, select save.
19. Once you have clicked save, the requisition will be e-mailed to the person or persons necessary for approval as required. Please do not keep the purchase order software open longer than necessary as there are a limited number of users allowed at any given time.
20. Once your requisition has been fully approved and turned into a purchase order, you will receive an email notifying you of the purchase order number.
21. You may also see PO's that you have created by using the notification pane on the left side of the application, under "pending orders I have created". Any open PO will be listed there until closed.
22. In the event that a PO is listed there and it should be closed or cancelled, please contact the disbursement associate to ensure accurate listing of open PO's.

B. Requisition Approval

This program allows the approval or denial of requisitions based on approval levels setup based on the District Purchasing Procedure.

1. Open BSA PO icon.
2. Enter your password. (Each employee has their own password that has restrictions to other department G/L codes. Each password will direct the requisition to the appropriate approval level should approval be required.)
3. Under notifications (lower left), the system will alert you to any requisitions awaiting your approval. Select explicit access to approve requisitions. Additionally, you will receive email notification when a requisition is awaiting your approval.
4. When approving requisitions you can customize your screen to see as much information as desired, please see a business department representative for assistance.
5. Each requisition can be approved or denied. As an approver you also have the authority to make corrections to a requisition or send back to the requestor for additional information.
6. If the requisition is ok to approve, select approve.
7. At this time the requisition will move on to the next approval level if required or will wait in que to be turned into a purchase order.
8. If you want to expedite a requisition through the system, deselect "explicit access only" at the stop left so see all pending requisitions. At this time you

may select to either approve or deny the requisition and bypass the lower levels on the approval path.

9. If you need to assign your approval process to your back up approver, select program setup, my settings, my preferences and toggle for emails to go to the backup approver and for what period of time. Please note, who the designated back up approver is determined at an administrative level, please see a business departments representative for assistance.

D. Purchase Orders

Once requisitions have been entered, approved, and released for purchase; the business department will create the purchase order from the requisition.

1. Open BSA PO icon.
2. Enter your password.
3. Select purchase orders awaiting conversion.
4. Select Create Purchase Orders

   Create Purchase Orders is used to quickly create purchase orders out of fully approved requisitions. The creating of purchase orders will be done first thing every morning.
5. The screen will default to the next PO #, and the PO date will be the current date.
6. Click "OK" and all outstanding requisitions will be updated.

Approved: 9/5/06 Bostrom

Revised Date: 12/1/17 Dean R. Bostrom

Revised Date: 7/18/19 C. Talsma

Review: CET 7/18/19

Hoffman Estates Park District
Verbal Credit Card Acceptance Procedure

1.249 Verbal Credit Card Acceptance Procedure

Verbal credit card information may only be accepted in situations where there is an outstanding payment due in conjunction with an installment billing contract; membership or activity. Credit card information is sensitive and should be handled with the utmost security and privacy in accordance with Payment Card Industry (PCI) Security Standards and the Districts Cyber Security policies and procedures. **Only staff who have received prior approval from the director of finance and have then completed training with the superintendent of business may accept verbal credit card information as outlined below**.

A. Credit card information may be supplied verbally over the phone to designated staff only and only in situations whereas a household balance exists from a declined payment. These designated staff **must** receive prior approval by the director of finance to receive verbal credit card information.
    1. Prior to processing, ask the customer WHOSE name is on the credit card, **if the name is other than that of the participant or the guardian of the participant, the customer must visit a facility to complete this process.**
    2. While the customer is on the phone, verbal information should immediately be entered in RecTrac-Home>Global Sales. Search for the patron's household. Once in the household, select the Purchase History tab, highlight the item(s) to be paid, select Pay Balance, and click the Payment button to go to the processing screen.
    3. Prior to processing, ask the customer if this is a new form of payment and do they wish this form of payment to be used for future payments due.
    4. If NO, process the payment by selecting the 03-Credit Card pay code and picking the previously used credit card from the Linked Cards dropdown. Finish the transaction and complete the additional fees form, using the red colored stock and keep with your daily drop.
    5. If YES,
        a. Complete an EFT form including all customer identification information.
        b. Include full credit card information including expiration date and security code on the EFT form and for signature indicate "by phone'.

c. Staff accepting information **must** sign and date the form, and note time of conversation.

d. Process the payment by selecting the pay code 22-CC Manual. Reference the type of card and "By Phone" in the pay reference. Click the process button and manually enter the card number and expiration date into the card processor to complete the transaction.

e. Complete the additional fees form, using the specially colored stock and keep with your daily drop.

f. The EFT form is maintained under your personal control until such time that it may be handed to the business department or placed in the drop safe.

B. Credit card information may also be accepted through secured District fax machines.

1. TCIA (847)285-5555

C. Credit card information may not be transmitted or accepted through email.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: 4/26/13 D. Bostrom, Exec Dir/CTalsma

Revision Date: 7/18/19 CTalsma

Review: CET 7/18/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Facility/Field Rental Procedure

1.250 Facility/Field Rental Procedure

A. General Facility/Field Rentals

All facility rentals at the Triphahn Center, Willow Recreation Center, Prairie Stone Sports and Wellness Center, Seascape Aquatic Center, Park Rentals, Field Rentals, Vogelei Barn, and Ice Rentals are to be entered in RecTrac in the renter's household under Facility Rentals.

1. Making the Reservation

   a. Refer to the Facility Reservation Cash Receipts Procedure, #1.238, for reservation entry instructions.
   b. All rentals require a payment of 50% of the rental fee. The 50% payment will be applied to the reservation fee and is non-refundable with less than 2 weeks cancellation notice. No reservation may be entered without a payment. **The 50% is a down payment on the rental, not a damage deposit. Any damage repair costs assessed will be billed separately once the repair is made.**
   c. Click the "payment" button to apply the payment. Enter a payment reference noting this payment is a down payment for reservation #XXXXX.
   d. **Rental payments are due in full the day of the reservation prior to the start of the event. Final payment must be made with a guaranteed form of payment: cash, credit card, money order, or cashier's check. If a customer wants to pay by personal check, the final payment must be made 7 business days in advance of the reservation date.**
   e. **Cancellations will be refunded by the appropriate business department staff upon notification from the facility manager, via the facility cancel/change form, that the reservation was cancelled outside the 2 week non-refundable period.**
   f. **Under no circumstances can any facility rental payment be made to any staff other than authorized front desk or business department staff who will enter the payment in RecTrac.**

B. Athletic Field Rentals

Per policy, Hoffman Estates Park District programs (including district-operated travel teams) receive priority in the use of athletic fields. Fields not scheduled for district use can be rented on a first come first serve basis with priority being given as follows: first to resident groups, second to non-resident groups with previous rental agreements, and third non-resident groups. The Hoffman Estates Park District defines groups as follows: resident groups are comprised of at least 75% resident players and non-resident groups are comprised of groups with less than 75% resident players.

1. In order to rent an athletic field teams must complete an Athletic Field Use Permit and attach a copy of their league roster including names, addresses and telephone numbers along with a complete list of the dates and fields they are requesting to the district administrative office. Forms received without a league roster will be classified as non-resident groups and charged the non-resident rental fees. At this time, teams receive information on applicable insurance and/or waiver requirements. A Certificate of Insurance naming the Hoffman Estates Park District as additionally insured must be turned in to the administrative office 14 days before the rental or an Athletic Field Use Permit will not be issued.
2. Teams are notified within 15 days after the application deadline as to what dates they will receive and the rental fees. The program manager responsible for the rental will enter the reservation in RecTrac as outlined in Facility Reservation Cash Receipts Procedure, #1.238. When a field reservation is entered into RecTrac, the 50% payment can be taken by phone by a registrar, or will be due within 48 hours of entering. The program manager will need to monitor that 48 hour deadline and cancel the reservation if payment has not been made. The remaining fees must be paid in full before each rental date or that day's use permit will not be issued. Field permits will be issued at the time payment is received.
3. Rain dates will be rescheduled whenever possible. If a rain date cannot be rescheduled, the program manager responsible for the rental must complete a refund request form and submit it to the business department. Refunds will be processed in accordance with the District's refund procedure, #2.003.

C. Lighted Field Rentals
   1. All field rentals must be entered in RecTrac as outlined in step B.
   2. If the program manager entering the reservation is aware that the customer will be using lights at the field they are reserving, they should enter the number of hours the lights will be used in the "count" column for the ball field lights bill code.
   3. The program manager who enters the field reservation is responsible for running the light usage report from the Musco light control system on a weekly basis and comparing it to the reservations in RecTrac. If the light usage in Musco is greater than the amount entered in the RecTrac reservation the Program Manager must inform the business department via email. The email must include the reservation number, the amount originally entered in RecTrac for light usage, and the amount that needs to be added to the reservation according to the Musco report.
   4. The business department will mail an invoice to the customer once the fees have been adjusted.

D. Facility Trial Balances

1. The facility manager or designated staff at each facility is responsible for printing a facility trial balance report and identifying any outstanding balances due and the reason for those outstanding monies. Trial Balances are also run by the business department at month end and kept on the shared drive.
2. The collection of any outstanding monies due will be the responsibility of the designated staff at each facility. The business department will send statements and/or inactivate the household in accordance with the Procedure for Collection of Revenue, #2.006. All longstanding balances & inactivated households will be brought to the attention of the superintendent of business and/or the director of finance and administration.

E. Cancellation or change of a reservation

1. **Any and all reservations will be cancelled or changed by the business department only.** The attached form or facility calendar with the appropriate changes should be completed and given to the designated business staff person.
2. Cancellations made with less than 2 weeks notice will be charged for the fee associated with the cancellation date.

F. Contractual Facility Rentals

Multiple date, long term, or rental agreements that will not have the 50% down payment applied when the reservation is made will require a contract authorized by the appropriate division director. The terms of the contract will override this procedure when applicable.

1. During the negotiation phase with a contractual customer, the reservation should be entered in RecTrac as a HOLD using the FHOLD bill code. All reservations should be entered on 1 receipt whenever possible and attached to the customer's household.
2. Once entered in RecTrac, print the receipt confirmation and include with the contractual agreement going to the customer. The contract must include the rental fee, how the fee will be charged (hourly or flat rate), the District's cancellation policy, monthly billing amounts, the District's check in policy, and a due date. **All contracts must be approved by the director of finance and administration prior to being sent to the customer.** If the signed contract is not received by the contracts due date, the on hold reservations will be released by the business department.
3. During the time that the contract is pending, the reservation blocks are considered on hold and if another customer is interested in that time, the service desk staff should contact the facility manager.
4. Once the signed contract is received back with the customer's firm reservation commitment, the contract will be turned in to the business

department who will convert the on hold reservations to firm reservations in 1 month increments.

5. A representative of the renting organization must check in and out at the facilities service desk, signing the daily reservation check in sheet and entering the check in time. When the rental time ends the renting organizations representative must sign out at the facilities service desk and tour the rental area with the facilities MOD to check for cleanliness and damage. The MOD will report any damage to the appropriate division director.
6. Any additions, cancellations, or changes to the contracted rental dates and times must be entered by the business department.
7. The business department will prepare the invoice each month according to the terms of the contract and distribute to the individual clients. All contracts will be invoiced at the beginning of the rental period for the minimum contracted rate. Any overages based on sales (if applicable) will be invoiced upon receipt of a vendor sales analysis from the facility manager.
8. All payments will be directed to the business department which will be responsible for entering payments. The business department will keep track of sending out past due notices on any invoices that are not paid in a timely fashion. Any facility rental balance over 60 days will be brought to the attention of the superintendent of business and/or the director of finance and administration.

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___4/3/09 _________ __Dean Bostrom____________________

Revision Date: ____4/12/13_______ ____D. Bostrom, Exec Dir/CTalsma_____

Revision date: ______2/23/18______

Review: 2/23/18

Hoffman Estates Park District
Procedure for Registration Forms/Contracts

1.252 Registration Form/Contract Procedure

Registration forms and contracts used by the Hoffman Estates Park District for collection of fees must be approved by the director of finance and administration.

A. Registration Forms

1. The District pre-printed registration form is the approved District form for registration.
2. If a program requires a specialty registration form, that form must include the following:
    a. District liability waiver
    b. Directions to deliver form to District approved service desk
    c. Directions how to register on-line
    d. District logo
    e. Approved seasonal registration number
    f. Approval of director of finance and administration.
3. Any specialty registration forms must be pre-approved by the director of finance and administration prior to circulation.

B. Contracts

1. All contracts must be pre-approved by the director of finance and administration prior to execution with the vendor or customer.
2. Contracts must be completed in conjunction with the Independent Contract Agreement Procedure and must use the Independent Contractor Agreement form; both located S:/Manuals/Procedures.

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval: 2/21/13 Craig Talsma/Dean Bostrom , Ex Dir

Revision: ____________ ____________

Review: CET 8/01/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
TCIA & WRC Fitness Member Status Change Completion Procedure

1.254 TCIA & WRC Fitness Member Status Change Completion Procedure

The primary purpose of this procedure is to establish guidelines on how to have a member complete a member status change form concerning fitness memberships at the Triphahn Center or Willow Recreation Center. The Member Status Change form includes three options relating to a member's pass: transferring to a different pass type, placing a hold on their pass, or cancelling their fitness membership.

A. Membership Transfers
1. If a member wishes to transfer to a different pass type, have them select "transfer" on their member status change form and indicate to which pass type they want to transfer.
2. Give the member their Household ID number and Pass Number(s) if they do not know them, and have the member fill out the remainder of the form in its entirety.
3. Once the status change form has been completed, check for completion including all appropriate signatures.
4. Have the member complete a new contract for the pass type to which they are transferring. Upon receipt of their new contract, verify the following:
    a. Complete contract with all appropriate signatures
    b. Payment of appropriate monthly fee proration.
    c. Completed monthly billing information
5. Do not sell the new pass type. It will be sold by the business department.
6. Attach the member status change form to the new contract and place in your drop.

B. Membership Holds
1. If a member wishes to place their membership on hold, this may be done for a period of 4 months or less.
    a. During a membership hold, their billing will be discounted to 1/3 of their normal monthly fee.
    b. Members wishing to be on hold for more than 4 months must receive approval from the location's facility manager.
2. Have the member select "hold" on their status change form and complete it in its entirety. Give the member their Household ID number and Pass Number(s) if they do not know them.
3. Once the status change form has been completed, check for completion including all appropriate signatures.
4. Give the completed form to the location's facility manager for approval.
5. Once approved, the location's facility manager will give the form to the business department for processing.

C. Membership Cancellations

1. If “cancellation” is selected on a member status change form, membership will continue for 30 days from the date submitted.
    a. Members will be included in the next billing & their membership will be expired at the end of the last billing month.
    b. Any differences in the 30 day cancellation policy must receive approval from the location’s facility manager.
2. Have the member select “cancellation” on their status change and inform them of the month of their last billing.
3. Have the member complete the form in its entirety, including a reason for request of cancellation. Give the member their Household ID number and Pass Number(s) if they do not know them.
4. Once the status change form has been completed, check for completion including all appropriate signatures.
5. Give the completed copy to the location’s facility manager for approval.
6. Once approved, the location’s facility manager will give the form to the business department for processing.

D. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: __3/13/12____ __Dean Bostrom/CTalsma_________

Revision Date: ____8/01/19__ _______C,Talsma________________

Revision Date: _____________ ________________________________

Hoffman Estates Park District
Wolf Pack Hockey Discount Procedure

1.255 Wolf Pack Hockey Discount Procedure

The purpose of this procedure is to create a structure for discounts concerning the Wolf Pack Hockey Program. This discount procedure applies to the in-house Wolf Pack Hockey Program.

1. Coaches:
    a. Head Coaches of a Wolf Pack Hockey team will be eligible to receive $500 discount for their child if they are participating on a Wolf Pack hockey team. Assistant Coaches are eligible to receive a $250 discount. The assistant general manager/hockey manager will provide a list of all eligible coaches to the business department prior to the start of the hockey season detailing who are eligible for the discount.

2. Goalies:
    a. Parents of goalies that are playing on a Wolf Pack hockey team will be eligible to receive up to but not to exceed a 50% discount for their child. In the event the participant is changed on the team from a goalie to another position the assistant general manager/ hockey manager will inform the business department in writing of the roster change. The discount will then be voided and full payment will be billed to the family by the business department.

3. If a Coach also has a child who plays goalie on a Wolf Pack team:
    a. The family would receive only one 50% discount per registered hockey player.
    b. If a Coach has a child playing goalie as well as another non goalie child participating, the goalie child would receive their 50% goalie discount for the team in which they belong, and the non-goalie child would receive the 50% coaching discount.
    c. Goalies and Coaches will receive their appropriate 50% discount. Once that discount is applied, additional children will be subject to the same multiple child discounts as listed above.

4. No participant shall receive any discount or combination of discounts which exceeds 50% of the total fees.

5. In the event a person receiving a discount does not complete the hockey season, the assistant general manager/hockey manager will determine if

the discount should be voided and inform the business department in writing to bill the participant for the full amount of the program.

6. Participants who received a discount will not be issued a refund.

Approval Date:	____4/26/11____	___D. Bostrom, Exec Dir/CTalsma____
Revision Date:	____12/01/17____	___D. Bostrom, Exec Dir/CTalsma____
Revision Date:	____8/23/2022___	___Exec. Dir/CTalsma______________

Review: CT 8/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Supplemental/Emergency Appropriation Procedure

1.256 Supplemental/Emergency Appropriation Procedure

Once the appropriation ordinance is adopted and certified, state law prohibits spending beyond the appropriations set forth in the ordinance at any time within the same fiscal year except as follows:

A. The Executive Director may after the first six months of the fiscal year seek approval from the board to transfer from any line item its anticipated unexpended funds to any other item of appropriation. A 2/3 vote is required to make such a transfer.

B. Separately, the board may occasionally make transfers between various items in any fund not exceeding in the aggregate 10 percent of the total amount appropriated in such a fund. This does not require a formal vote.

C. In the event of a surplus in one fund and a shortfall in another, a transfer of interest earned to the fund in need can be done at the request of the treasurer by a simple majority. The retirement fund is not eligible to participate in this option.

D. Under appropriated funds can be supplemented by the District borrowing from itself by allowing shortfalls in one fund to be offset by surpluses from another.

Approval Date;	8/2010	D.Bostrom/C.Talsma
Revised Date:		

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Non-Budgeted Emergency Purchase Procedure

1.257 Non-Budgeted Emergency Purchase Procedure

The following details how an unbudgeted emergency purchase may be considered in situations where unforeseen circumstances arise.

A. In the event that an unforeseen emergency purchase arises, staff must obtain all evidence and/or documentation as well as 3 quotes. This information should be presented to their supervisor and division director.

B. Upon review and approval of the need, the division director will present the information to the executive director.

C. Upon review and approval of the need, the executive director will poll the board members verbally to gain approval.

D. Once verbal approval is received, the executive director will notify the appropriate division director and the purchase will be made in conjunction with the electronic requisition procedure 1.248 and the purchasing procedure 1.205.

E. At the next available board meeting, the verbal approval received by the executive director will be formally ratified by the board.

Approval Date: 5/13/13 Dean R. Bostrom/Craig Talsma

Review Date: ____________________ ____________________________

Review: CET 8/1/19~~DRB 12/01/17~~

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Service Desk Manual Transaction (Systems Down) Procedure

1.258 Service Desk Manual Transaction (Systems Down) Procedure

A. In the event that an internet interruption is experienced at one or more of the District's facilities:
   1. Service desk members should alert the facility MOD who will forward the information to the appropriate contact person in accordance with Procedure 1.410 - Systems Down Communication Procedure.
   2. Registrations should be processed as normal. However, credit card payments must be processed through the VeriFone.
      a. Press the Sale button.
      b. Swipe the card on the right side of the machine.
      c. Follow all directions given by the VeriFone – it will prompt the service desk member for each subsequent step.
      d. Have the customer sign the receipt & print out a copy for them (directions will be on the VeriFone).
      e. In the RecTrac registration software, enter the VeriFone pay code 9, **NOT** the credit card pay code 3 as the transaction pay type and complete the transaction.
   3. At the end of the service desk member's shift, settle the VeriFone batch.
      a. Refer to the VeriFone Quick Reference Guide located near the facility's VeriFone machine for step by step instructions on how to perform the settlement as each facility's VeriFone has a separate password.
   4. Place all VeriFone receipts & settlement printout in deposit envelope at the end of shift.

B. In the event that a loss of registration systems is experienced by the District:
   1. Service desk members should alert the facility MOD who will forward the information to the appropriate contact person in accordance with Procedure 1.410 - Systems Down Communication Procedure.
   2. Service desk members will begin processing all transactions manually.
      a. Ensure the registration card/form is filled out completely.
      b. Calculate the amount due from the customer.
      c. All transactions & payments must be noted on the Manual Transaction Report Sheet. Each service desk staff must complete their own sheet.
      d. Give the appropriate change for cash transactions.
      e. Credit card transactions must be processed on the VeriFone.
         i. Press the Sale button.
         ii. Swipe the card on the right side of the machine.
         iii. Follow all directions given by the VeriFone – it will prompt the service desk member for each subsequent step.
         iv. Have customer sign the receipt & print out a copy for them (directions will be on the VeriFone).

f. Keep all payments together with their appropriate registration cards/forms.

3. Should systems come back online prior to the end of the service desk member's shift:
    a. The service desk member will enter all transaction information into the appropriate HH.
    b. Cash & check payments should be entered with the normal pay code. VeriFone credit card payments should be processed using the VeriFone pay code 9, **NOT** the credit card pay code 3.
    c. Place all registration cards, memberships, payments, the daily drawer/deposit sheet, and the manual transaction report sheet in the deposit envelope.
    d. At the end of the service desk member's shift, settle the VeriFone batch.
        i. Refer to the VeriFone Quick Reference Guide located near the facility's VeriFone machine for step by step instructions on how to perform the settlement as each facility's VeriFone has a separate password. Place the settlement printout in the deposit envelope.
    e. Place the deposit envelope in the drop safe.
4. Should systems remain down at the end of the service desk member's shift:
    a. Count the drawer down to the beginning shift amount determined by the facility location, and place the appropriate cash deposit in the deposit envelope.
    b. Place all registration cards, memberships, payments, the daily drawer/deposit sheet, and the manual transaction report sheet in the deposit envelope.
    c. At the end of the service desk member's shift, settle the VeriFone batch.
        i. Refer to the VeriFone Quick Reference Guide located near the facility's VeriFone machine for step by step instructions on how to perform the settlement as each facility's VeriFone has a separate password. Place the settlement printout in the deposit envelope.
    d. Place the deposit envelope in the drop safe.
    e. Once the envelope is received by the business department, the appropriate business department staff will enter all transactions into the RecTrac registration software once systems are back online.
    f. Once all transactions are entered, a cash journal will be printed and attached to the service desk member's paperwork.

C. In the event that Terminal Service is down:
1. Service desk members should alert the facility MOD who will forward the information to the appropriate contact person in accordance with Procedure 1.410 - Systems Down Communication Procedure.
2. Log out of Terminal Server.
3. Log into RecTrac locally and perform transactions as normal.
4. Once Terminal Server has regained functionality, service desk members may close RecTrac locally and log on through Terminal Server.

D. In the event that the connectivity between a remote facility and the Triphahn Center is down:
   1. Service desk members at the remote facility will proceed as detailed in section B above.

E. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____5/30/13________ __D. Bostrom/C. Talsma______________

Revision Date: __________________ ____________________________________

Review: DRB 12/01/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Travel, Meal, Lodging Reimbursement Procedure

1.259 <u>Travel, Meal, and Lodging Reimbursement Procedure</u>

A. Travel, meal and lodging expenses may be reimbursed for employees and officers of the Park District only for purposes of official business conducted on behalf of the District, per the District's reimbursement of travel, meal, and lodging expense policy. All expenses must be reported using the District's Travel, Meal and Lodging Expense Report Form. In most cases, employees will receive a per diem prior to traveling, which use of will need to be documented per this procedure.

B. Approval of Expenses
   1. <u>Expenses for Officials or Employees</u>: Travel, meal, and lodging expenses incurred by any official or employee in excess of standard US General Services Administration (GSA)/IRS rates must be previously approved in an open meeting by a majority roll-call vote of the Board.
   2. <u>Advanced Expenses</u>: Travel, meal, and lodging expenses advanced as a per diem to any employee or official of the District must be approved by roll call vote at an open meeting of the Board prior to payment. Documentation of expenses must be provided in accordance with the District's Travel, Meal, and Lodging Policy.
   3. <u>Other Expenses</u>: Any expense not covered above is subject to approval by the business department.

C. Documentation of Expenses
   Before an expense for travel, meals, or lodging may be approved, the following minimum documentation must first be submitted, in writing, to the Business Department using the Travel, Meal, and Lodging Expense Report form:
   1. an estimate of the cost of travel, meals, or lodging if expenses have not been incurred or a receipt for the travel, meals, or lodging if expenses have already been incurred;
   2. the name of the individual who received or is requesting the travel, meal, or lodging expense reimbursement;
   3. the job title or position of the individual who received or is requesting the travel, meal, or lodging expense reimbursement; and
   4. the date or dates and nature of the official business for which the travel, meal, or lodging expense was or will be expended.

D. All documents and information submitted in connection with the District's travel, meal, and lodging policy are public records subject to disclosure under the Freedom of Information Act.

E. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___01/01/17_____________ ______Dean R. Bostrom________________

Approval Date: ___7/19/19______________ ______ C.Talsma______________________

Review CET 7/19/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Advertising and Sponsorships

1.260 Advertising & Sponsorship Procedure

A. HE Parks utilizes the Advertising & Sponsorship Manager to coordinate with local businesses and organizations to generate additional revenue through marquee advertising, event/facility sponsorships and other advertising opportunities within the park district.
   1. Marquee Advertising
      a. The Advertising & Sponsorship Manager works with the Finance Director to determine the costing for the marquees each year and creates a rate card to solicit business.
      b. The Advertising & Sponsorship Manager works with local and national businesses and organizations through various networking events, chamber involvement, and cold calling in the community to solicit potential new sponsors throughout the year.
      c. The Advertising & Sponsorship Manager works with local and national businesses through various networking events, chamber involvement, and cold calling in the community to solicit potential new marquee advertisers throughout the year.
      d. Once the campaign is agreed upon the Advertising & Sponsorship Manager will draw up the agreement to be approved and signed by both the client and HE Parks. Once signed the agreement will be submitted to both the business department and accounting. Accounting then issues and invoice to be sent to the client for payment.
      e. Payments should be collected buy the Advertising & Sponsorship Manager upfront via cash, credit card or check, unless invoicing has been approved by accounting.
      f. The Advertising & Sponsorship Manager has authority to approve agreements up to $25,000. All marquee agreements greater than $25,000 must have board approval.
      g. Advertisers will provide ad creative to HE Parks unless they require HE Parks to create the ad for a fee. Advertising & Sponsorship Manager will work with C&M and client on ad creation and proofing before the ad runs. Approval must be gained from both parties before uploading to the marquees.
      h. HE Parks will only accept advertisers whose business supports or reinforces HE Park's business objectives and reserves the right to refuse advertising opportunities for any reason.

2. Sponsorship Advertising

a. The Advertising & Sponsorship Manager works with the events coordinator to determine sponsorship needs for various events throughout the year. Then creates a marketing packet to detail benefits included in the sponsorships to potential clients..

b. The Advertising & Sponsorship Manager works with local and national businesses and organizations through various networking events, chamber involvement, and cold calling in the community to solicit potential new sponsors throughout the year.

c. Once the sponsorships are secured, the Advertising & Sponsorship Manager will draw up the agreement to be approved and signed by both the client and HE Parks. Once signed the agreement will be submitted to both the business department and accounting. Accounting then issues and invoice to be sent to the client for payment.

d. Payments should be collected buy the Advertising & Sponsorship Manager upfront via cash, credit card or check, unless invoicing has been approved by accounting.

e. The Advertising & Sponsorship Manager has authority to approve agreements up to $25,000. All sponsorship agreements greater than $25,000 must have board approval.

f. Sponsors will receive recognition value through the park district's identification of that organization, business or firm as a sponsor of events or facilities through use of logos and via the benefits named within the agreement.

g. Advertising & Sponsorship Manager follows the sponsorship through to the day of the event, working with the event coordinator to ensure each sponsor has table placement, signage at the event and any other agreed upon details are met.

h. Advertising & Sponsorship Manager will follow up with each sponsor post event with a thank you letter and share pictures from the event. Creating and maintaining ongoing working relationships with current and potential clients is done on a regular basis in between events.

i. The Advertising & Sponsorship Manager will work throughout the year with the event coordinator to grow and improve the events not only for the community but to make them beneficial to the sponsors needs as well.

j. HE Parks will only accept sponsors whose business supports or reinforces HE Parks' business objectives and reserves the right to refuse sponsorship opportunities for any reason.

B. Failure to adhere to this procedure could result in disciplinary action up to and including dismissal.

Approval Date: __Feb 31, 2016 ___Craig Talsma________________

Revision Date: Nov 15, 2017_ ___Craig Talsma________________

Revision Date: ___8/01/19___ ___Craig Talsma________________

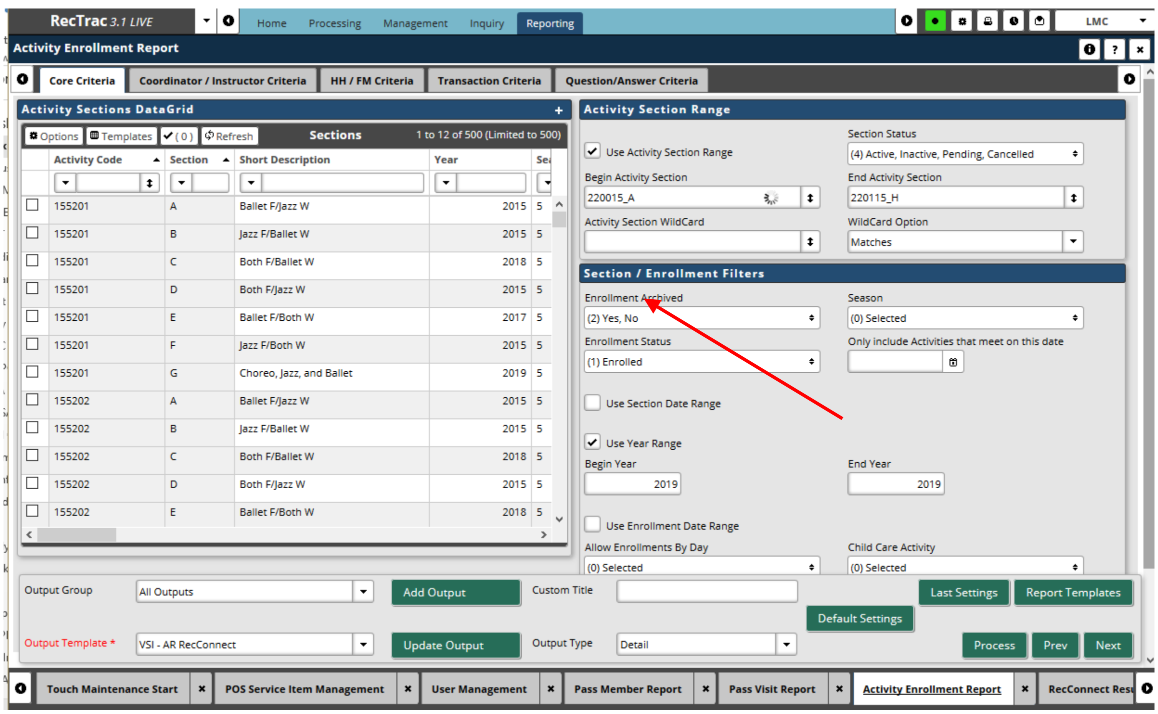
Review: CET 8/1/19

Reviewed by Admin Staff and CT 9.2022

1.261 <u>RecTrac RecConnect</u>

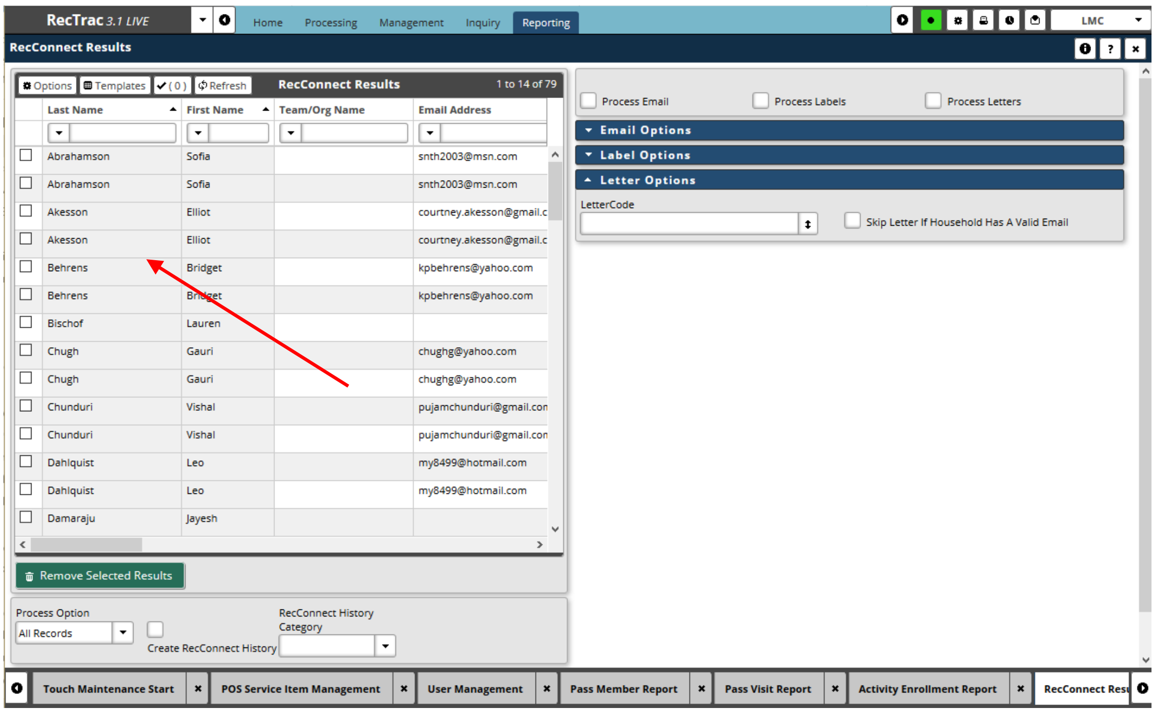
RecTrac RecConnect is a reporting tool that works with most modules within the RecTrac software. RecConnect allows you to extract information based on many factors including but not limited to; module, HH or family member criteria, Q&A criteria, transaction criteria, coordinator criteria.

A. RecTrac
1. Select "reporting" in the upper tool bar
2. Select “report output listing" at the top of the screen
3. In the description line type reconnect
    - Each module that has a RecConnect report will populate below
4. Select the module you wish to extract information from
5. Select "run report” and “continue” to load that report tool to extract information you desire
6. In the case of the activity module, enter the activity/section range as applicable. If using the data grid to the left in the image below to select multiple that are not in range, remember that specific sections are being selected as they happened (ex. 235496-A in 2018) and will not produce multiple years of that section’s information.

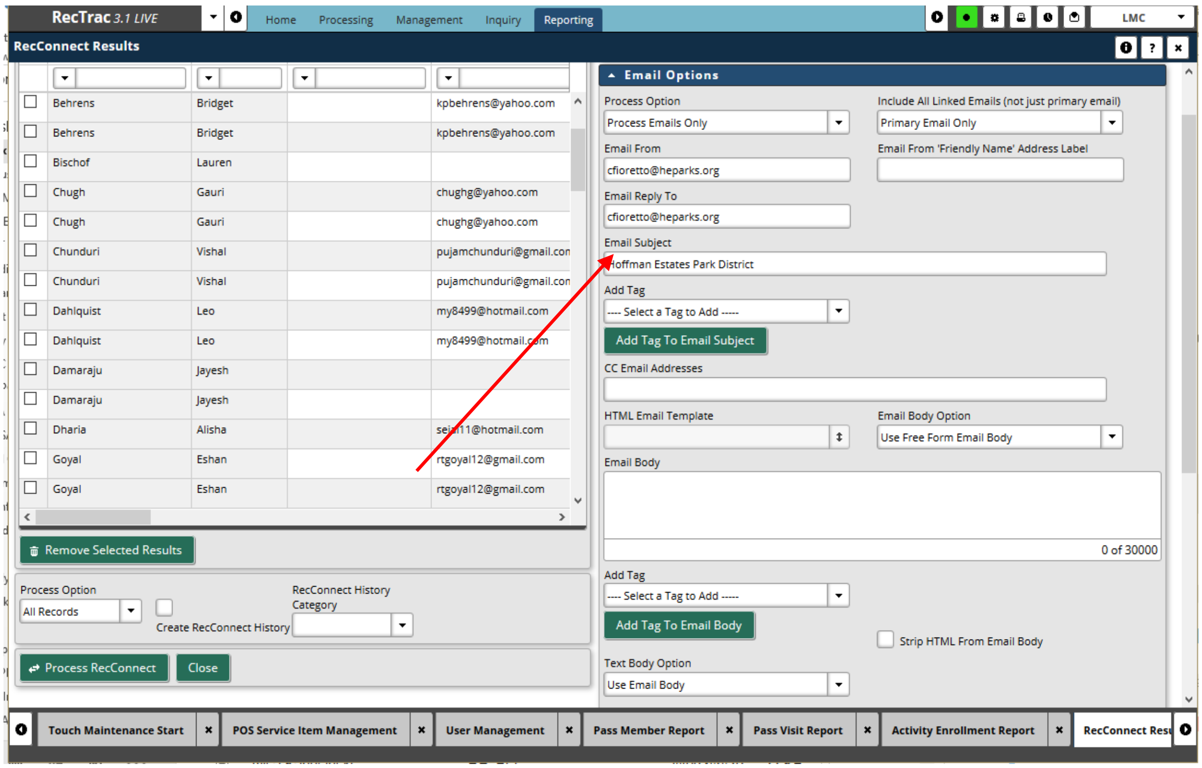


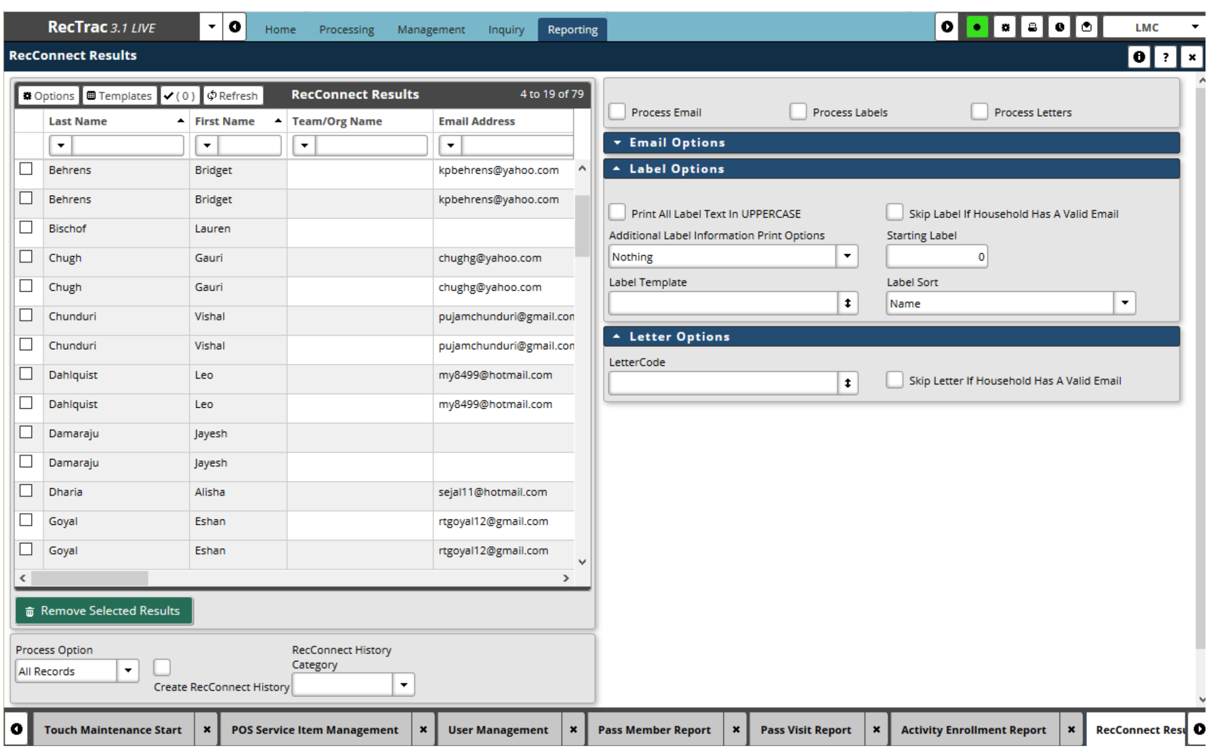
7. Enter the correct year and any other sorting criteria as applicable. If attempting to get information from a previous year’s enrollments, “enrollment archived” must be yes.
8. Select "process" at the bottom right corner of the screen

9. Once complete, the RecConnect results will display as ready under the notifications tab on your screen. Click View Results to display on the screen.
10. The left side of the screen displays the participants extracted based on the previous criteria selected.
11. If emails should be sent outside of RecTrac, click the "options" button in the upper left corner and select "export comma delimited". This will pull the entire data grid with collected information into Excel.



12. The right side of the screen provides options for connecting with the participants displayed on the left via RecTrac resources by; email, label, or letter.





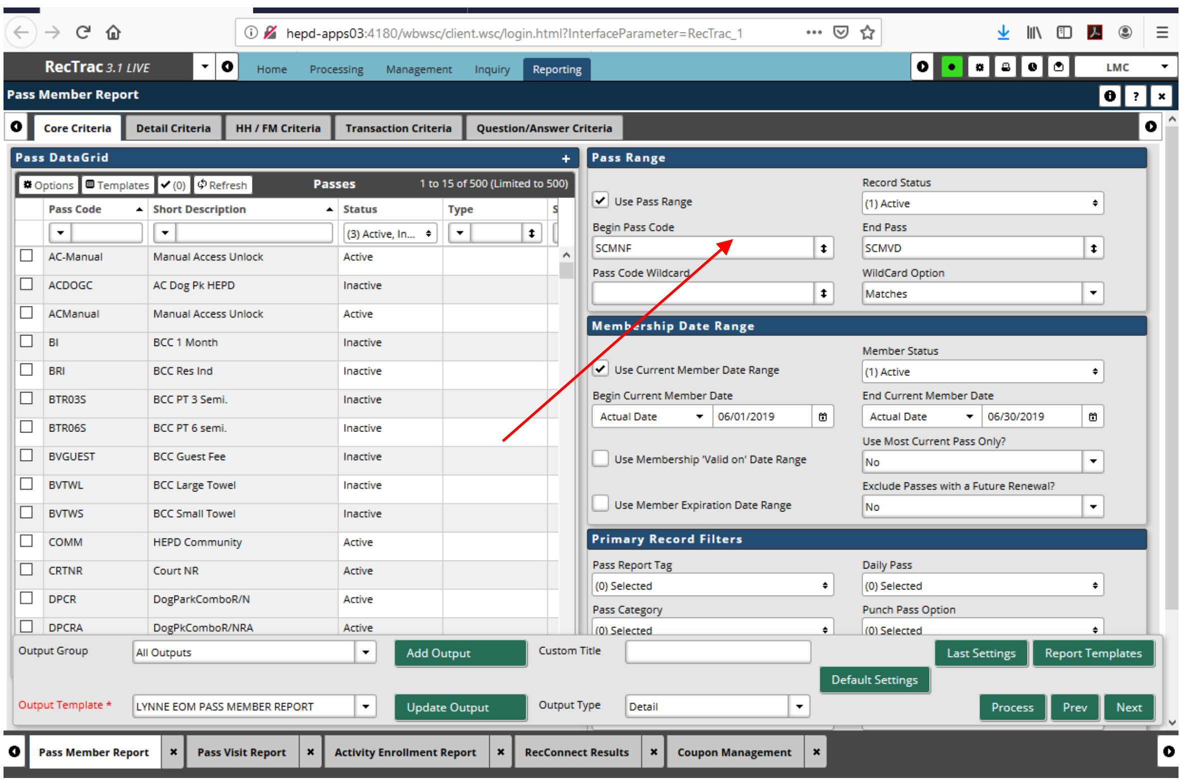
Approved: _____06/05/19_ _____C. Talsma_____________________________

Revision Date: _______________ ____

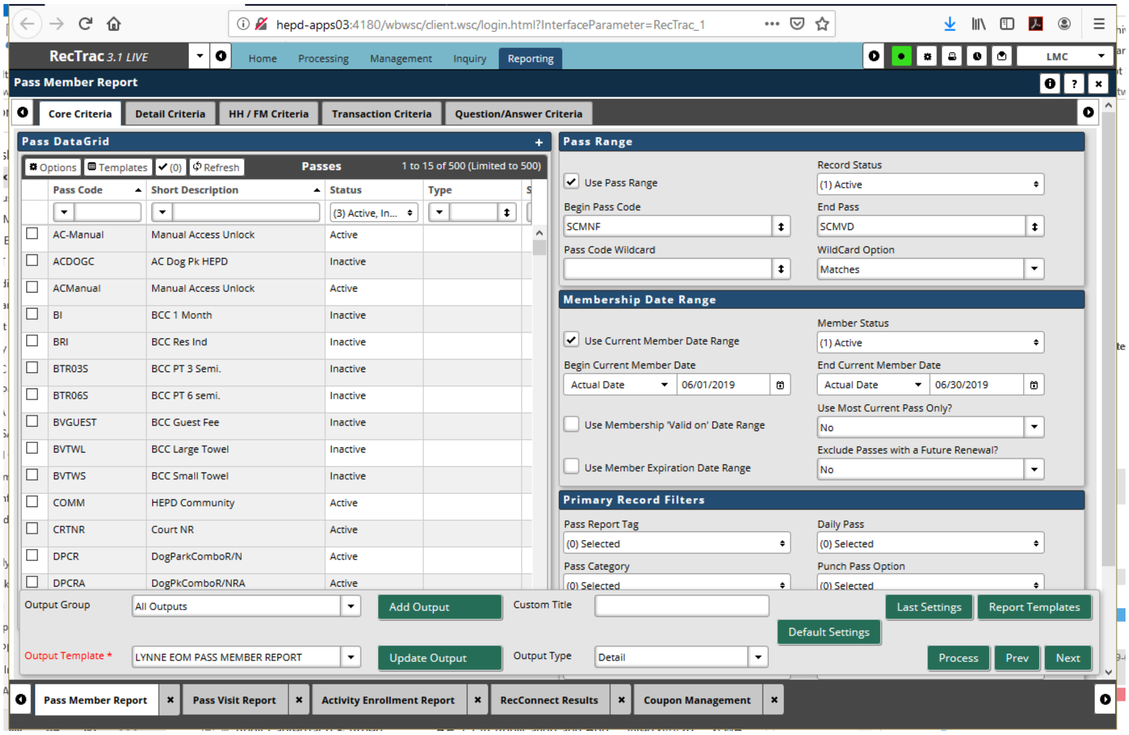
Revision Date: _______________ ____

1.262 <u>RecTrac Pass Membership Reports</u>

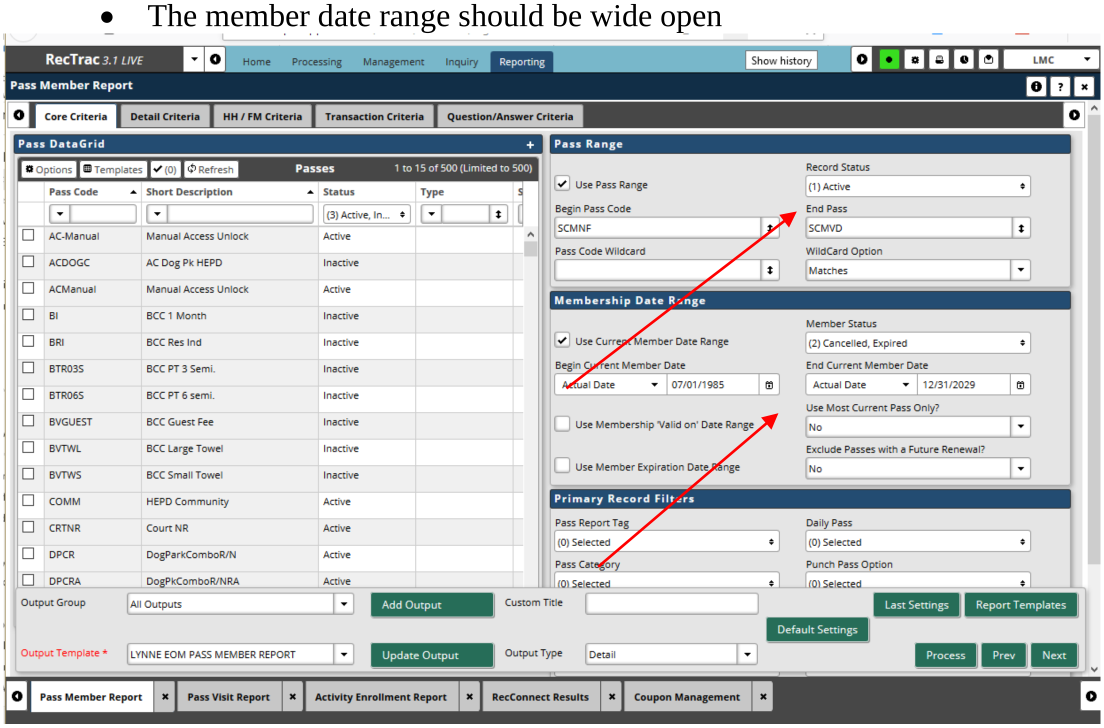
A. RecTrac
1. Select "reporting" in the upper tool bar
2. Select "pass membership reports" in the drop down pass area
3. In output template select "EOM Pass Member Report"
4. Output can be modified by selecting "update output" and redesigning the page columns.
5. Record status should be "active", enter pass range as applicable



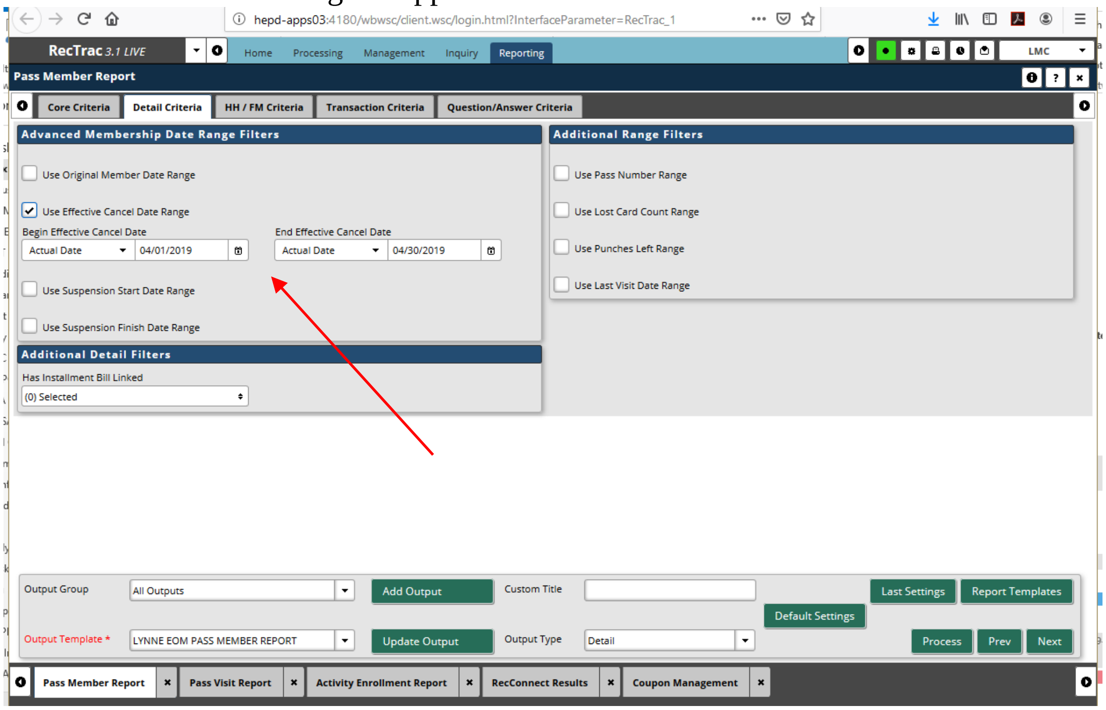
6. To see current members, member status should be “active”. By selecting other member statuses you can see suspended or cancelled members as well.



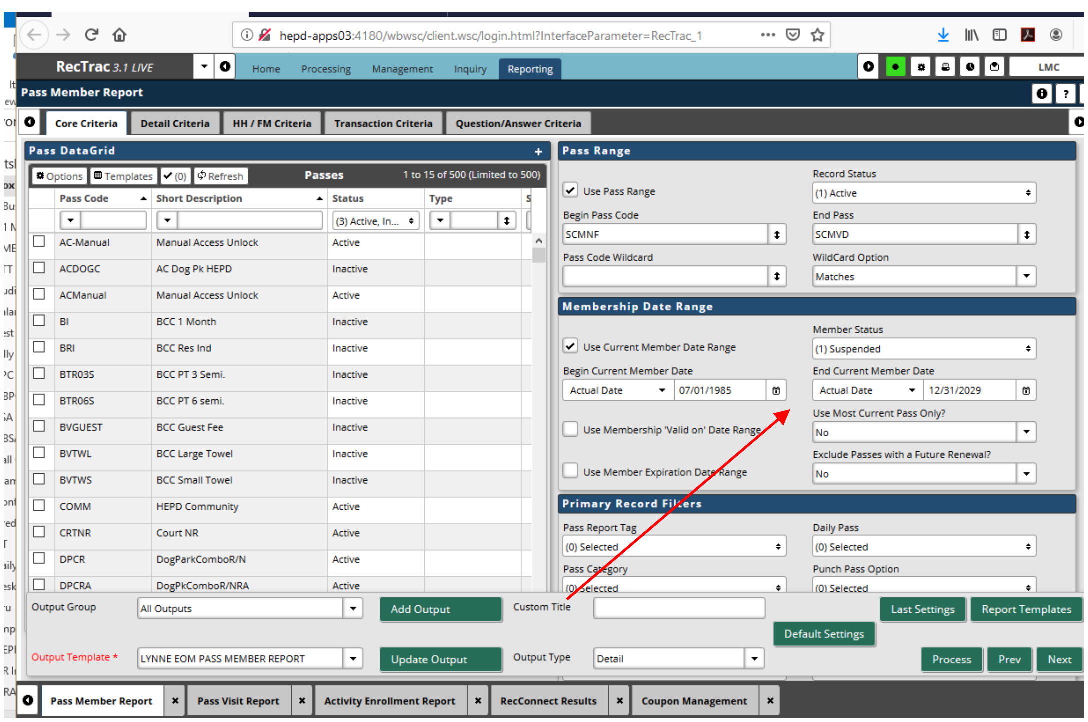
7. Enter the beginning member date range to see current day, week, month, etc.
8. If applicable report status is “expired/cancelled”, the member status should have those fields selected. This should only be selected when wishing to report on expired/cancelled member statuses.
   - The member date range should be wide open



- Select tab 2 “detail criteria”
- Select “use effective cancel date range”
- Enter date range as applicable



9. If applicable report status is “suspended”, the member status suspended field should be selected. This should only be selected when wishing to report on suspended member statuses.
    - The current member date should be wide open



Approved:	____06/05/19_	____C. Talsma________________________
Revision Date:	_____________	______________________________________
Revision Date:	_____________	______________________________________

Hoffman Estates Park District
RecTrac Activity Section Receipt Comments

1.263 <u>RecTrac Activity Section Receipt Comments</u>

A. RecTrac Activity Section Maintenance
1. Select the activity section you wish to add a receipt comment to
2. Select 6th tab across top, ‘comments’
3. Comment code is the field used to add a receipt comment
4. Select the arrows with the ‘comment code’ box to view picklist
5. When creating a comment code, after selecting the arrow picklist, select add
6. A comment code can also be changed from this screen be selecting change
7. If you need to see what a comment says, select change to view
8. The coding system moving forward is as follows
   - If adding a comment for the entire activity, the comment code is the activity number i.e., 155201
   - If adding a comment for the section, the comment code is the activity plus the section identifier i.e., 155201G

Approved: ____06/12/19_ ____C. Talsma________________________

Revision Date: _____________ ______________________________________

Revision Date: _____________ ______________________________________

Hoffman Estates Park District
Child Care Assistance Program

1.264 <u>Child Care Assistance Program (CCAP)</u>

A. Families participating must have a Dept of Human Services CCAP approval letter on file for the month they are registering their children to participate.
B. In the event that no approval letter is on file, registration must be paid in accordance with District guidelines dependent on program.
C. Families must make copayments (as noted on approval letter) in advance or through billing, dependent on the program in question.
D. Once the program is concluded and all state funds have been received, approximately 2 months post conclusion, any excess state funds can be used to offset participant's copayment.
E. If applicable, a refund will be issued to the participant not to exceed out-of-pocket payments made directly by parent/guardian.
F. If additional state funds exist after participant refund occurs, funds will be directed to state holding account.
G. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approved:	____06/12/19_	____C. Talsma________________________
Revision Date:	_____________	_______________________________________
Revision Date:	_____________	_______________________________________

Hoffman Estates Park District
Procedure for Credit Card Issuance

The district credit card cannot be used to obtain cash advances, bank checks, traveler's checks, gift cards, cash transfers, or for personal expenses. If the card is used for an employee's personal expenses, the employer reserves the right to recover these monies from the employee cardholder. Cardholders will be required to sign a declaration authorizing the company to recover, from their salary if necessary, any amount incorrectly claimed.

District credit card expenditures must adhere to Procedure 1.205 for Purchasing. Original receipts must be submitted to the Business Department within one business day of the purchase. Continued or repeated non-conformance to this and related purchasing policies will result in cancellation of the card and other actions as appropriate.

District Credit Card Agreement

Employee Name: ________________________________

Position: _______________________________________

I understand and agree that:

- I bear ultimate responsibility for the card.
- I will not use the district credit card to withdraw cash, purchase gift cards or other stored value instruments.
- I will not use the district credit card for personal expenses and will use it only for official business on behalf of the company.
- If I misuse the card (i.e., use it otherwise than in accordance with the instructions given to me in this agreement or related policies) or otherwise fail to provide timely supporting documentation, I authorize the company to recover the funds through payroll deductions for any amounts incorrectly claimed or for purchases with no receipts submitted by payment due date.
- If the district credit card is lost or stolen, I will report it immediately to the Superintendent of Business.
- If I resign from the company, I will return the card with a final reconciliation of all expenditures prior to departure.

____ ____________

Signature of cardholder Date

____ ____________

Signature of supervisor Date

Hoffman Estates Park District
Procedure for Performance Appraisal
Part-Time Employees

1.301 Performance Appraisal

A. Performance Appraisals tell each employee how they are doing. The appraisal involves judgements about both performance of position tasks and behavioral factors.

B. While each employee shall have an annual, formal performance appraisal, both employee and supervisor shall maintain an open line of communication throughout the year. Important questions and items to be addressed, from the perspective of both employee and supervisor, should be addressed in a timely manner throughout the year.

C. For the purpose of this procedure, Part-time employees will refer to the following part-time classifications.

1. Part-time I **– PT1**
   Classifies an employee who will work over 1000 hours and less than 1500 hours
2. Part-time II – **PT2**
   Classifies an employee who will work less than 1000 hours per year.

D. Part-time employees shall be evaluated by their direct Supervisor annually.

1. Supervisor completes appropriate performance appraisal form.
2. Completed performance appraisal forms are returned to each employee at least two days prior to scheduled evaluation meeting.
3. Meeting is held between Supervisor and support staff. At the meeting, Supervisors review each rating with the employee and the employee's strengths, weaknesses and assigned goals and objectives.
4. All part time evaluations must be completed and turned into HR by 3/1.
5. Evaluations must be signed by the employee and the hiring supervisor.

E. Employees who do not work throughout the year shall be evaluated by their direct supervisor 2 weeks prior to the end of their season.

1. Supervisor completes appropriate performance appraisal form.
2. Completed performance appraisal forms are returned to each employee at least two days prior to scheduled evaluation meeting.
3. Meeting is held between Supervisor and support staff. At the meeting, Supervisors review each rating with employee and the employee's strengths, weaknesses and assigned goals and objectives.

F. Annual increases are based solely on merit and must be in accordance with current part-time salary ranges and approved budgets.

1. Upon completion of the evaluation with the employee, the Supervisor determines whether or not he/she would like to submit for a merit increase.
2. Supervisor submits employee evaluation and request for a merit increase if applicable to the Division Director.

Reviewed: 08/11/2022 CT

a. If employee is not eligible for a merit increase, the evaluation is forwarded to HR to be placed in the personnel file.
b. If employee is eligible for a merit increase, the Division Director will approve any; increases prior to the discussion with the employee.

3. Once the merit increase has been approved, the Supervisor will schedule a meeting with the employee to review.
4. All merit increases will coincide with the start of a pay period.
5. Merit increases will take effect in March after receipt of the electronic status form.

G. No increases or reinstatements will be activated without a current performance appraisal, (within a year) in the employee's file.

H. Supervisors will be notified if an employee has worked for one year and does not have a performance appraisal in their file. Supervisors will have 30 days to complete the appraisal with the employee.

I. Part-time employees with no hours for one year will be terminated automatically. Supervisors will need to complete an appraisal and new paperwork to rehire this person.

J. Failure to follow this procedure may lead to disciplinary action up to and including termination.

Approval Date:	02/02/98	
Revision Date:	11/21/00	Dean R. Bostrom
Revision Date:	02/01/04	Dean R. Bostrom
Revision Date:	10/20/09	Dean R. Bostrom
Revision Date:	04/23/13	Dean R. Bostrom
Revision Date:	12/15/2017	Bostrom/Talsma/Leninger

Reviewed: 08/11/2022 CT

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Employee Performance Appraisal

1.303 Performance Appraisal

A. **PURPOSE**:

1.) Performance Appraisals tell each employee how they are doing. The appraisal involves judgements about both performance of position tasks and behavioral factors.
2.) All employees shall be evaluated by their direct supervisor once annually with the Year-End Performance Appraisal. The year-end performance appraisal covers the calendar year, and is used to determine the amount (if any), of merit increase earned for the following year.
3.) While each employee shall have an annual, formal performance appraisal, both employee and supervisor shall maintain an open line of communication throughout the year. Important questions and items to be addressed, from the perspective of both employee and supervisor, should be addressed in a timely manner throughout the year.
4.) The formal performance appraisal should not contain any information that is "new" to the employee. Rather, the formal performance appraisal should be a recap of noteworthy events that occurred during the past year.

B. **EXECUTION**:

1.) The Year-End Performance Appraisal shall utilize either Supervisor/Management or Support Staff appraisal forms. These forms are saved on the Shared Drive under Human Resources / Employee Appraisals.
   a.) Supervisor/Management Form: Employees who supervise personnel.
   b.) Support Staff: Employees who do not directly supervise personnel. They are exempt from the questions labeled "Supervisors Only".

2.) The Year-End Performance Review shall be conducted between **December 1 through December 15** using the Performance Appraisal, Year-End for Supervisor or Support Staff for attached. This review shall adhere to the following schedule:
   a. Meetings will be held between each supervisor and his/her support staff. At the meeting, supervisors will review employee's strengths, weaknesses, and assigned goals and objectives.
   b. Completed performance reviews will be given to each employee at least two days prior to the scheduled evaluation meeting.
   c. Executive Director meets with each Division Director no later than **December 15**
   d. Supervisors meet with each full-time and permanent part-time employee no later than **December 31.**

Reviewed CT 8/11/2022

e. All evaluations are returned to the Executive Director no later than **the first week of January.**
f. **Annual increases shall be effective the first pay period in January.**

3.) Failure to follow this procedure may lead to disciplinary action, up to and including termination.

Approval Date:	6/17/99	Dean R. Bostrom
Revision Date:	4/10/08	Dean R. Bostrom
Revision Date:	8/3/11	Dean R. Bostrom, Executive Director
Revision Date:	1/4/17	Dean R. Bostrom, Executive Director
Revision Date:	12/15/2017	Dean R. Bostrom / Craig Talsma
Revision Date	8/11/2022	Craig Talsma

Reviewed CT 8/11/2022

Hoffman Estates Park District
Procedure on Employee Orientation

1.304 Employee Orientation

1.) All newly hired full time employees shall receive a formal orientation with HR and their direct supervisor.
2.) All newly hired part time employees shall receive a formal orientation from their direct supervisor, with assistance from HR as requested.
3.) The direct supervisor for each newly hired employee will receive an orientation checklist from HR, noting items to be covered during the employee's orientation.
4.) All new full-time employees must view the "Welcome to HEParks" presentation, along with the New Employee Policy, Procedure and Safety presentation.
5.) located on the shared drive as part of their orientation process.
6.) All manuals for all new employees are available on the shared drive to view or to print.
7.) Direct supervisor will review safety procedures with the new employee, including appropriate PDRMA forms.
8.) All new full-time employees are required to complete the formal orientation process, on their first day prior to starting their regularly assigned duties and responsibilities.
9.) The employee's supervisor shall coordinate with HR to provide a short tour of each major facility within the first week or hire.
10.) All employees and their immediate supervisor, upon completion of the orientation process, shall be required to complete and sign the orientation training checklist and then return the form to HR.
11.) All new full-time hires shall sign-off on appropriate pages at the end of the personnel policy manual, including but not limited to: a.) confirmation that the personnel policy manual has been viewed b.) status as a mandated reporter, c.) New Employee Policy, Procedure and Safety presentation and d.) Harassment Training.
12.) Failure to follow this procedure will lead to disciplinary action, up to and including termination.

Approval Date:	December 28, 1998	Dean R. Bostrom
Revision Date:	August 16, 1999	Dean R. Bostrom
Revision Date:	March 18, 2002	Dean R. Bostrom
Revision Date:	1/3/05	Dean R. Bostrom
Revision Date:	1/26/10	Dean R. Bostrom

Reviewed CT 8/11/2022
Reviewed by Admin Staff and CT 9.2022

Revision Date:	12/15/2017	Bostrom/Talsma/Leninger
Revision Date:	8/11/2022	Craig Talsma

HOFFMAN ESTATES PARK DISTRICT
Procedure for Completion of Personnel/payroll Status Form Electronically

1.305 Completion of Personnel/Payroll Status Form **Electronically:**

A. The excel version of the Payroll Status form is located in the shared drive in the file folder labeled Personnel File.
B. Personnel/Payroll Status forms must be completed by a supervisor or manager.
C. Effective Date: When employee is expected to start.
D. Account Number: Is the payroll expense G/L number.
E. Check box for appropriate status, full time or part time.
F. Employee Status: Check appropriate box. Check for address change and fill in the correct address in comments.
G. Comments: Include any additional information or clarification to employee changes especially rate changes, also include the employee title. (This should match the job description title).
H. Eligible for rehire: This is important to check not only for the hiring supervisor, but other divisions within the Park District as it will affect hiring the employee in other areas of the PD.
I. Previous position/old rate: List the position the employee worked and last rate of pay.
J. New position/new rate: List new position and new rate of pay.
K. Employees should utilize the PandaDoc or other approved electronic signature program to initiate and complete status forms unless otherwise approved by HR.
L. Supervisors/Managers will complete and sign the form electronically and forward to the appropriate Division Director/Superintendent for approval.
L Department Approval: The Division Director/Superintendent will electronically sign and date the status form.
M Business Office Approval: The Division Director/Superintendent will electronically forward the status form to the Human Resource Manager. The Human Resource Manager will electronically sign and date the status form and forward to the Payroll department and send a electronic copy back to the hiring supervisor. If an employee is returning within six months, the necessary forms are:
   i. I9 and proper documents
   ii. W4's state and federal
   iii. Personnel/Payroll Status Form
N. After the Human Resource Manager confirms that all the required material has been received and is acceptable, an employee number will be assigned to the new employee
O. Once the supervisor ~~will~~ receives the status form electronically, is the confirmation that this employee is eligible for hire. The candidate should not work before receiving this confirmation.
P. Any rate changes for current employees must be received by the Human Resource Manager the week before any payroll date.

Approval: 6/17/99 Dean R. Bostrom

Revision: 8/16/99 Dean R. Bostrom

Revision: 5/12/09 Dean R. Bostrom

Revision: 8/9/2022 Craig Talsma

Reviewed: CT 8/9/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Employee Activation Procedure

1.307 Employee Activation:

A. All new hires should be sent "New hire packets" via the PandaDoc document system. I9 Documents should be uploaded to PandaDoc to help HR process their packet and brought in the first day for physical inspection. If necessary, HR will either contact the supervisor or make arrangements for the candidate for their pre-employment physical and screening process. Upon completion, HR will assign employee number and forward to the hiring supervisor. Allow up to 120 hours for this process to be completed. If the situation requires a different timeline, please communicate with HR.

B. **NO EMPLOYEE CAN WORK UNTIL THE MANAGER OR SUPERVISOR RECEIVES CONFIRMATION THAT THE EMPLOYEE IS CLEARED AND ENTERED IN THE PAYROLL+TIMEKEEPING SYSTEMS FROM HUMAN RESOURCES.**

D. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	8/19/99	Dean R. Bostrom
Revision Date:	3/27/18	Dean R. Bostrom
Revision Date:	8/11/2022	Craig Talsma

Reviewed: CT 8/11/2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Employee Separation and Exit Interview

1.308 Employee Separation and Exit Interview

A. Letter of resignation with two (2) weeks notice given to immediate supervisor.

B. Schedule a meeting with supervisor to discuss termination.
1. Relay all pertinent job data to supervisor.
2. Turn in all Park District property: i.e. badge, keys, pager.

C. Human Resources tasks
1. Questionnaire for exit interview upon request.
2. IMRF employer termination is completed online, employee may receive a separation form from HR, online, or calling IMRF.
3. Receive allocation of final pay and date of distribution.

Approval Date:	June 17, 1999	Dean R. Bostrom, Executive Director
Revision Date:	January 20, 2002	Dean R. Bostrom, Executive Director
Revision Date:	February 26, 2002	__Dean R. Bostrom________________
Revisions Date:	July 26, 2022	Craig Talsma

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

VOLUNTARY RESIGNATION

Please be advised that I, ___________________________________, voluntarily

resign my employment with Hoffman Estates Park District effective __________________.

My reason(s) for resigning is/are:

____

____

____

____

____

____

____

____

____

____
Employee Signature

____
Employee Social Security #

____
Date

____
Manager's Signature

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

QUESTIONNAIRE FOR EXIT INTERVIEW

On a scale of 1 to 5 rate the following: (5/excellent, 1/poor, 0/never used). Any additional comments please use the line below each question.

Training for your position

___

Computer training

___

Safety orientation

___

Safety training

___

Equipment training

___

Salary

___

Raise increases

___

Paid holidays

___

Earned vacation time

___

Vacation pay

___

Earned Illness & Injury time

___

I & I Pay

___

Personal Days

___

Retirement Plan

___

Reviewed: CT 8/11/2022

Health Insurance Plan

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Health Insurance Reimbursement

Dental Plan

Dental Reimbursement

Employee Longevity Recognition

Prescription Plan

Employee Assistance Program

Deferred Compensation

Credit Union

Pre-Paid Legal Service

Voluntary Life Insurance

Hoffman Estates Park District Recreation Programs

Poplar Creek Banquets

Poplar Creek Golf

Blackhawk Fitness Center

Willow Fitness Center

Seascape Family Aquatic Center

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Prairie Stone Sports & Wellness Center

Job Duties

Supervisor

Employees

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Recruiting/Utilizing Volunteers

1.309 <u>Recruitment and Utilization of Volunteers</u>

A. Everyone is a potential volunteer. The volunteer page on the District's website lists opportunities, benefits, and upcoming events. When feasible/necessary, staff should use other means to advertise/recruit as well. There are many options, including but not limited to: social media, marquee signs, posting on our website and direct mail/e-mail. Program Managers are encouraged to contact appropriate staff members when interested in utilizing any of the aforementioned options (or exploring new ones).

<u>Recruitment</u>

B. Anyone interested in Volunteering for the District must complete the complete application packet, which includes:

a.) Volunteer Application
b.) Volunteer waiver and release of liability
c.) Volunteer authorization for criminal background check (through Illinois State Police)
d.) Volunteer Orientation Checklist

C. Supervisor or manager must sign the volunteer checklist and submit all of the above information to HR.

D. HR will keep the personal information and volunteer packet on file for each HEPD volunteer.

E. A complete volunteer background check will be made every three years.

F. The Administrative Assistant will act as the district's administrative liaison to the district volunteers and Friends of HE Parks Foundation Volunteers.

<u>Supervision</u>

G. Volunteer service must include four hours per week before a facility manager authorizes use of the facility. Supervisor must list all functions the volunteer will be doing in any facility.

H. Supervisors should monitor the performance and behavior of all volunteers, to ensure the District's values are being upheld, and that the volunteer's performance is satisfactory.

I. A volunteer's performance shall be reviewed, at a minimum, annually. A sample evaluation form is saved on the shared drive under HR / Volunteers.

J. Where necessary, the supervisor/manager should provide additional training to the volunteer.

K. If inappropriate conduct is observed, the supervisor/manager should meet with the volunteer to explain that he/she can no longer serve as a volunteer for the District.

L. Whenever possible, if a volunteer is released, or if a volunteer requests to be released from his/her duties, the supervisor/manager should conduct an exit interview to evaluate both the volunteer and the potential for future volunteer use in that area of the District.

Recognition

M. Volunteers have the potential for being recognized in the District's monthly "Best of Hoffman" series, which is given by the Park Board of Commissioners.

N. Each year, a "volunteer of the year" is chosen and recognized by the Park Board of Commissioners.

O. All volunteers are invited to attend the annual Volunteer Appreciation Night at Seascape Family Aquatic Center, held each August.

P. Volunteers are invited to attend other special events from time to time, on a per-event basis.

Q. Failure to follow the steps in the procedure may lead to disciplinary action up to and including termination.

Approval Date:	9/1/99	
Revision Date:	4/12/05	Dean R. Bostrom
Revision Date:	5/25/10	DRB
Revision Date:	5/13/13	Dean Bostrom, Exec Dir
Revision Date:	12/15/2017	Dean Bostrom/Craig Talsma

Reviewed CT 8/11/2022
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Part-Time Employees

1.310 Employee Orientation – Part-Time

A. Either the direct supervisor or HR shall provide to newly hired part-time employees a formal orientation.
B. HR will provide the direct supervisor with an orientation checklist of items to be covered for each new employee.
C. Direct supervisor will review safety procedures with the new employee, including PDRMA forms.
D. All new part-time employees will sign the orientation checklist after receiving their Personnel Policy Manual and formal orientation.
E. Direct Supervisor will sign the orientation checklist and forward back to HR so that it may be included in the employee's personnel file.
F. Failure to follow this procedure will lead to disciplinary action, up to and including termination.

Approval Date: __9/10/99_ ____Dean R. Bostrom_________________

Revision Date: ___10/05/08___ ________DRB_________________________

Revision Date: ___12/15/2017___ ______Talsma/Leninger___________________

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Commercial Driver's License Reimbursement

1.312 Commercial Driver's License Reimbursement

A. Based upon their job description an employee may be required to obtain a commercial driver's license.
B. The Park District shall reimburse an employee the cost of securing a commercial driver's license.
C. All subsequent renewals are the responsibility of the employee.

Approval Date: ___1/3/00__ _______Dean R. Bostrom___________

Revision Date: ___10/20/08___ __________DRB______________________

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Purchasing Safety Work Shoes

1.313 Employee Safety Shoes

A. The Park District shall reimburse an employee who is required to wear safety work shoes. Employees have a maximum of $400 per year for required uniforms and the shoe reimbursement comes from this $400.

B. The employee must receive approval from their supervisor prior to making a purchase that will be submitted for reimbursement.

Approval Date: ___1/3/00__ ______Dean R. Bostrom____________

Revision Date: 3/30/18 Dustin Hugen

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Independent Contractor

1.316 Independent Contractor

Any individual performing work or a service for the Hoffman Estates Parks District who is not an employee is considered an independent contractor and must complete the independent contractor agreement and follow these steps.

A. Hiring

1. All necessary documents are in the Independent Contractor subfolder within the Human Resources folder on the Shared Drive.
2. Read the IRS Test for Independent Contractors document and the Questions for Independent Contractor documents that pertain to identifying an independent contractor.
3. All documents should be submitted in a single packet to HR.
4. Submit a contract for services to be performed by an independent contractor.
    a. Fill out completely:
        1) specify dates – no greater than one (1) year
        2) specify rate the contractor will be paid
        3) The name of the entity HEPD is contracting with must match the name of the entity covered on the certificate of insurance and W-9
5. Submit a Certificate of Insurance Form from the independent contractor, naming the Hoffman Estates Park District as additionally insured.
6. Submit a Form W-9 – a request for a taxpayer identification number.
7. Submit an authorization for a criminal background check on the individual signing the contract on behalf of the independent contractor.
8. If the Independent Contractor will be performing construction work, a surety bond in the amount of the project must be issued to the District, and all work is subject to prevailing wage requirements.
9. A background check will be performed on the individual signing the Independent Contractor Agreement with HEPD. There is a $10.00 fee associated with this that must be paid by the contractor to HEPD.
    a. Each independent contractor in responsible for conducting background checks on employees that may be assigned to complete work based upon the contract with HEPD.
    b. If the contractor is unable, the District will complete the background checks and the contractor will be responsible to reimburse the District for all associated costs.

B. Payment

1. ½ of class payment may be made after class begins by submitting a roster with appropriate paperwork (invoice & P.O.).
2. Final payment will be made <u>after</u> last class by submitting a final roster with appropriate paperwork (invoice & P.O.).

Reviewed CT 8/11/2022

3. All invoices must be received within two weeks of completion of class.

C. Refunds

1. Refunds for classes must be complete and reflected on class roster no later than two weeks after last class date.
2. Any refunds submitted after the two-week deadline will require special approval by office manager and Director of Finance with reimbursement to the park district by the outside contractor.
    a. Approved late refunds will be billed (deducted from next invoice) to outside contractors next session of class.
    b. Check payable to Hoffman Estates Park District will be acceptable.

D. Advertising in the Guide:

1. A an independent contract agreement must be submitted and approved prior to a class being advertised on the HEPD website At a minimum of 1 week before the guide goes live, each program manager must verify with HR that an agreement is on file for any classes to be advertised that will be operated by an independent contractor. Remember – it is the responsibility of each program manager to monitor the dates of agreements with their respective independent contractors.

E. Contract amounts: Each independent contract should have an anticipated total value amount which will be paid to the contractor (whether in straight payment or revenue splitting). The Director of Finance must sign/approve all contracts; however, his spending authority is up to $15,000.00. Any contract with an anticipated total value **above** $15,000.00 and **up to** $25,000.00 must also be signed by the Executive Director. Any contracts with an anticipated value above $25,000.00 must be approved by the board.

F. Failure to comply with this procedure will result in disciplinary action up to and including termination..

Approved:	3/31/99	
Revised:	5/10/00	Dean Bostrom /Craig Talsma
Revised:	8/13/03	Dean R. Bostrom
Revised;	5/5/5	Dean R. Bostrom
Revised:	4/25/13	Dean Bostrom/Craig Talsma
Revised:	11/15/2017	Craig Talsma/Eric Leninger
Revised:	12/20/2017	Craig Talsma/Eric Leninger
Revised:	8/11/2022	Craig Talsma

Reviewed CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Access to Employee Personnel File

1.317 Access to Employee Personnel File

A. Contact HR to sign the request form.
B. List documents or entire file for viewing.
C. View documents in HR office.
D. List documents requesting to copy.
E. HR will call employee to pick up requested material.
F. Return documents to employee file.

1. Date of request: ____

2. Employee Name: ____

3. Documents for viewing:
   a) ____
   b) ____
   c) ____
   d) ____
   e) ____

4. Documents to copy:
   a) ____
   b) ____
   c) ____
   d) ____
   e) ____

Entire Personnel File ______________________________________

Date of Viewing ________________

Date of Disbursement: ________________

Signature of employee when completed: ________________________________

Signature of HR: ________________________________

Approval Date: __12/11/00__ ______Dean R. Bostrom__________
Revision Date: _____________ _________________________________
Revision Date: _____________ _________________________________

Reviewed: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Non-Compliance Procedure

1.318 Non-Compliance Procedure

If a District employee is found to be in non-compliance with one of the District's policies or procedures, the following schedule of progressive discipline will be taken by the employee's immediate supervisor:

A. First Occurrence – A verbal warning will be issued to the employee by the immediate supervisor. Issuance of the verbal warning will be documented by e-mail. The immediate supervisor will schedule additional training immediately in order to help prevent future instances of non-compliance.
B. Second Occurrence – A written warning will be issued to the employee indicating immediate improvement is necessary, with attached documentation that a prior verbal warning had been previously issued. Further training will be provided to the employee.
C. Third Occurrence – A second written warning will be issued to the employee. At this time, the employee's decision-making authority in the area of non-compliance will be limited and/or removed at the discretion of the immediate supervisor and/or District Administrative Staff. If limitations affect the employee's ability to perform the essential functions of his/her position, then employment status and/or job responsibilities within the District will be re-evaluated at that time.
D. Failure to adhere to this procedure, including failure to issue a written warning when it is warranted, could lead to disciplinary action up to and including termination.

Approval Date:	_______________	__Dean R. Bostrom ___________________
Revision Date:	___2/26/02_____	__Dean R. Bostrom ___________________
Revision Date:	_____2/5/10____	___DRB______________________
Revision Date:	_____05/26/2015_	___DRB______________________

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Special Event Parking, Traffic, and Crowd Control Planning Procedure

1.320 Special Event Parking, Traffic, and Crowd Control Planning

The purpose of this procedure is to establish parking plans, traffic control, and crowd control for special events for the various Park District Facilities designated for special events for the Hoffman Estates Park District.

A. General Park District Special Event Staffing

1. Parking attendants will be assigned to direct traffic as determined by the appropriate individual in charge of the event. Parking attendants will wear bright colored reflective vests or jackets and will utilize walkie-talkies and light wands.
   a. Appropriate signage will be posted to communicate the planned traffic routes and parking spot assignments.
   b. Parking attendants will control truck loading and unloading traffic and ensure fire lanes are always accessible.
2. Additional staffing will be determined by the appropriate individual in charge of the event. Hall monitors and or managers-on-duty will be utilized where appropriate depending on event size and type.
   a. Hall monitors will help guide the traffic routes established within each facility.
   b. Appropriate signage will be posted communicating the allowed travel areas within the facility as well as restricted areas.

B. Triphahn Center and Ice Arena

1. Parking for special events for the Triphahn Center and Ice Arena will include the 350 car capacity parking lot available on the grounds of the center located at 1685 West Higgins Road Hoffman Estates, IL 60169.
2. If events are planned to be attended by more than the capacity of the Triphahn Center and Ice Arena parking lot, the Seascape Aquatic Center Parking lot (1300 Moon Lake Boulevard) will be utilized and transportation will be provided to and from the Triphahn Center and Ice Arena and Seascape Aquatic Center. The Park District shuttle bus will be utilized with a time schedule determined by the event timing and size by the event coordinator.
3. When the shuttle bus is utilized, it will follow the route from the Triphahn Center and Ice Arena to the Seascape Aquatic Center and back utilizing exiting the Triphahn Center heading west on Higgins Road , and then turning left (south) onto Volid Drive, and driving straight into the Seascape Aquatic Center.

C. Prairie Stone Sports and Wellness Center

1. Parking for special events for the Prairie Stone Sports and Wellness Center will include the parking lot available on the grounds of the center located at 5050 Sedge Boulevard Hoffman Estates, IL 60192.

2. If events planned are anticipated to exceed the parking capacity of the Prairie Stone Sports and Wellness Center parking lot, various other adjacent parking lots will be utilized depending on the time of the event as determined by the event coordinator. These parking lots include the KinderCare parking lot, located at 5100 Sedge Boulevard, and Cabela's parking lot, located at 5225 Prairie Stone Parkway. Use of the Cabela's parking lot will require the use of the Hoffman Estates Park District shuttle bus. The Park District shuttle bus will be utilized with a time schedule determined by the event timing and size by the event coordinator.
3. When the shuttle bus is utilized, it will follow the route from the Prairie Stone Sports and Wellness Center to Cabela's and returning utilizing exiting the Prairie Stone Sports and Wellness Center and heading west on Sedge Boulevard, and then turning south on Prairie Stone Parkway, and then turning east into Cabela's parking lot.

D. Vogelei Barn

1. Parking for special events for the Vogelei Barn will include the parking lot available on the grounds of the center located at 650 West Higgins Road Hoffman Estates IL 60169.
2. If events planned are anticipated to exceed the parking capacity of the Vogelei Barn parking lot, adjacent lots will be utilized, and pedestrian traffic will be guided by parking staff.

E. Willow Recreation Center

1. Parking for special events for the Willow Recreation Center will include the parking lot available on the grounds of the center located at 3600 Lexington Drive Hoffman Estates IL 60162.
2. If events planned are anticipated to exceed the parking capacity of the Willow Recreation Center parking lot, parking is available on nearby streets including Lexington Drive, Norman Drive, and Charleston, and pedestrian traffic will be guided by parking staff.

F. Non-exempt Employees.

1. Notice will be given by either verbal or written communication that a specific division is in need of staffing.
2. Employees wishing to assist with the special event would speak directly with the appropriate individual in charge of the event.
3. The appropriate individual in charge of the event will determine how much staffing is required and for what length of time.
4. The appropriate individual in charge of the event will be responsible for monitoring and recording the individual's hours worked.
5. Fin trac records will be used to determine number of hours and appropriate wage.

G. Exempt Employees

1. Notice will be given by either verbal or written communication that a specific division is in need of staffing.

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2. Employees wishing to assist with the event would speak directly with the appropriate individual in charge of the event.
3. The appropriate individual in charge of the event will determine how much staffing is required and for what length of time.
4. There will be no additional payment for an exempt employee assisting with a special event. Hours worked will be applied towards standard work week hours.

H. Volunteering

1. Any employee wishing to volunteer their time for special events without receiving reimbursement may do so.

Approval Date: __12/13/00__ ____Dean R. Bostrom_________________

Revision Date: ___5/22/13___ __D. Bostrom, Executive Director_______

Revision Date: __3/27/18___ __Mike Kies, Director of Facilities and Rec__

Reviewed Ct 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Termination of Employee

1.321 Termination of Employee

To minimize the risk of wrongful discharge lawsuits it is important that certain procedures be followed:

1. Full-time Staff; Prior to taking any action, each of the following must be consulted:
   A. Human Resources Department
   B. Executive Director
   C. PDRMA Legal Counsel
   D. District Legal Counsel, if necessary.

   The appropriate Division Director is responsible for notifying the Human Resources Department of their concerns. The Human Resources Department, in consultation with the Executive Director, legal counsel and PDRMA determines a course of action to be implemented by the Division Director.

2. Part-time and Seasonal Staff
   Prior to taking any action, each of the following must be consulted:
   A. Appropriate Division Director
   B. Human Resources Department

   The Manager is responsible for notifying the appropriate Division Director. The Division Director meets with the Human Resources Manager to determine the need for consulting the Executive Director, legal counsel and PDRMA. Subsequently, a course of action is determined and implemented by the manager.

3. At the time of termination it is important that:
   A. The termination should be witnessed by a second supervisory staff person.
   B. The terminated employee will be escorted by staff to their office or work site to retrieve personal items, (examples: purse, keys, pictures). All district property and keys must be returned immediately. The terminated employee will then be escorted by staff in exiting the building.
   C. **The terminated employee shall request an appointment with staff, and submit in writing a list of any other personal items that were missed**.

Approved:	__3/12/01_	Dean Bostrom
Revision Date:	___4/12/05__	______Dean R. Bostrom_
Revision Date:	8/11/2022	Craig Talsma

Review: CT 08/11/2022

Hoffman Estates Park District
Procedure for Previous Employer Checks

1.322 Previous Employer Checks

A. In accordance with PDRMA guidelines, a past employer check should be conducted for all new full-time. Part-time employees should be checked if the **position** is deemed necessary by the Division Director
B. The applicant reference check form may be used (attached).
C. A minimum of two (2) reference checks are required. If this potential candidate has not worked two previous positions, call the personal references listed.
D. For part-time hires, references checks must be completed by the direct hiring supervisor.
E. For full-time hires, either HR or the direct hiring supervisor must complete the reference checks.
F. Upon completion, forward to HR to place in employee's file.
G. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approved:	May 10, 2001	__________Dean R. Bostrom_____________
Revision Date:	October 17, 2001	___________Dean R. Bostrom____________
Revision Date:	March 27, 2018	___________Dean R. Bostrom____________
Revision Date:	August 11, 2022	Craig Talsma

Review: CT 8/11/2022

Hoffman Estates Park District
Procedure for Jury Duty

1.324 Jury Duty

A. Employees who are called for jury service, but are not selected for service, may keep the check for jury service in lieu of transportation costs involved with travel.
B. Employees who are called for jury service and are selected for service must turn in the check received for jury duty to the Business Office. Full-time employees will receive their regular compensation for each day they would have been scheduled to work. Employees will be reimbursed for the travel expense included in that check.
C. All employees who receive a jury summons, must submit to the Business Office a copy of the summons along with their status form.
D. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	8/14/01	Dean R. Bostrom
Revised Date:		
Revised Date:		

Review: CT 8/11/2022

Hoffman Estates Park District
Procedure for Background Checks

1.325 <u>Background Checks</u>

A. Background checks will be performed for every candidate for full and part-time employment, for all individuals signing an independent contractor agreement with the District, and all volunteers. This information must be available at the time that the personnel forms are submitted to the human resource manager for processing.

B. The District will perform a background check on any individual signing an independent contractor agreement with the District. That individual has the responsibility of conducting background checks on anyone he/she plans to assign to perform services for the District on behalf of the contract. Prior to any assignment taking place, the results of the background check(s) performed must be forwarded to the District's human resource manager.

C. **No prospective employee, independent contractor, or volunteer can begin his/her position or class until the human resource manager has received the results from the background check.**

D. Upon receipt of notification regarding the background check, and if no record is produced from the search, the human resource manager will then advise the new-hire's direct supervisor (or the District employee who is the main contact with the independent contractor/volunteer) that the candidate has been verified and approved for the position.

E. **Any pending background investigation prohibits the employee, contractual individual and volunteer to begin his/her start date until the investigation is completed.**

F. Positive results produced from the background check will be forwarded to the executive director and the respective division director and approval withheld.

G. New background checks will be repeated every three years for part-time staff, volunteers, and contractual staff.

H. **Background contractual results will be forwarded to the human resources manager and kept in the contractual file.**

I. New background checks will be repeated every five years for full-time staff.

Approval Date:	6/12/02	Dean Bostrom
Revision Date:	8/13/03	Dean Bostrom
Revision Date:	7/13/04	Dean R. Bostrom
Revision Date:	4/13/13	D.Bostrom, Executive Dir

Review: 8/11/2022

Hoffman Estates Park District
Procedure for Pre-employment Physicals

1.326 Pre-employment Physicals

A. All candidates for full-time employment are subject to a pre-employment physical and drug-screen prior to first day of employment. PT positions are subject to Division Director's approval of the physical based on job necessity.
B. HR will be notified of new full-time position hire (and part-time position hires that require a pre-employment physical/drug-screen). HR will prepare the necessary form(s) and either give to the new-hire directly or will give to the direct hiring supervisor to provide to the new-hire.
C. The testing facility will call HR with results. HR will then notify the direct hiring supervisor of the results.
D. No candidate for employment can begin his/her job before results of the pre-employment physical/drug-screen are provided to HR.
E. The results of the pre-employment physical must be compatible and in compliance with the job description for the candidate's new position.
F. The executive director and respective division director will be notified of any positive drug test results.
G. The decision to hire a candidate who has a positive test result will be made by the executive director.
H. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	6/12/02	Dean R. Bostrom
Revision Date:	4/25/13	DBostrom, Ex Director
Revision Date:	3/28/18	Leninger, Supt. HR
Revision Date:	8/11/2022	Craig Talsma

Review: CT 8/11/2022

Hoffman Estates Park District
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A. All candidates for full-time employment are subject to a pre-employment physical and drug-screen prior to first day of employment. PT positions are subject to Division Director's approval of the physical based on job necessity.

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C. The testing facility will call HR with results. HR will then notify the direct hiring supervisor of the results.

D. No candidate for employment can begin his/her job before results of the pre-employment physical/drug-screen are provided to HR.

E. The results of the pre-employment physical must be compatible and in compliance with the job description for the candidate's new position.

F. The executive director and respective division director will be notified of any positive drug test results.

G. The decision to hire a candidate who has a positive test result will be made by the executive director.

H. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	6/12/02	Dean R. Bostrom
Revision Date:	4/25/13	DBostrom, Ex Director
Revision Date:	3/28/18	Leninger, Supt. HR
Revision Date:	8/11/2022	Craig Talsma

Review: CT 8/11/2022

Hoffman Estates Park District
College Degree Procedure

1.327 College Degree Procedure

A. Any candidate who is selected for a full-time position that requires a degree or associates degree from an accredited college or university must submit a copy of his/her college degree or transcript before the actual hiring date.

B. The copy of the degree and/or transcript will be forwarded to HR to be placed in the personnel file.

C. Copies of any other degrees (Masters, etc.) and certifications earned (CPRP, etc.) either prior to employment or during employment at HEPD should be forwarded to HR to be placed in the employee's personnel file and uploaded to BS&A HR Module.

D. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	June 24, 2003	Dean R. Bostrom
Revision Date:	4/25/13	DBostrom, Exec Director
Revision Date:	3/28/18	Leninger/Supt. Of HR
Revision Date:	8/11/2022	Craig Talsma

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Victims' Economic Security & Safety Act

1.328 VESSA Act

This law requires employers to provide up to 12 weeks of unpaid leave and reasonable accommodations to victims of domestic or sexual violence and their families. The Act applies to both full and part time employees, regardless of how many hours they work or worked during the past year. The employee may take VESSA leave on an intermittent or reduced work schedule. Although the employer must grant the leave as unpaid, the employee, at the employee's discretion has the option of using any accumulated paid leave for an equivalent period under VESSA.

A. To qualify the employee must provide to the employer:
1. A sworn statement indicating that they qualify for the leave (see sample)
2. Documentation from an employee, agent, or volunteer of a victim services organization, an attorney, member of the clerk, or a medical or other professional from whom assistance has been sought in addressing domestic or sexual violence and the effects of the violence
3. A police or court record
4. Other corroborating evidence as determined sufficient by Hoffman Estates Park District.

B. The leave may be for the following reasons:
1. Seek medical attention for or recovering from physical or psychological injuries.
2. Obtain services from a victim services organization.
3. Obtain psychological or other counseling.
4. Participate in safety planning, temporarily or permanently relocating, or taking other actions to increase safety from future domestic or sexual violence or insure economic security; and/or
5. Seek legal assistance or remedies, including preparing for or participating in any civil or criminal proceeding related to or derived from domestic or sexual violence.

C. The employee shall provide the employer with at least forty eight hours advance notice of the employee's intention to take the leave, unless such notice is not practicable.

D. All information provided pursuant to the Act will be retained in confidence.

E. After taking VESSA leave:
1. The employee shall be restored to the position held prior to taking leave or to an equivalent position

2. The employee shall retain any employment benefits accrued prior to the date on which leave commenced. However, a restored employee need not accrue any seniority or employment benefits during any period of leave or any right, benefit, or position of employment that the employee would not have received had they not taken leave.

3. Any medical plan coverage for the employee and family or household member under any group health benefit plan for the duration of such leave will be maintained at the leave and under the conditions coverage would have been provided if the employee had continued in employment continuously for the duration of such leave. Upon returning or failing to return it is the responsibility of the employee to pay any medical premiums the Park District has maintained.

F. An employee who is entitled to take paid or unpaid leave (including family, medical, sick, annual, personal, or similar leave) from employment pursuant to federal, state or local law, the collective bargaining agreement, or the employment benefits program or plan, may elect to substitute any period of leave for an equivalent period provided under this policy. This policy does not provide additional time if the leave is also covered by the Family Medical Leave Act.

Approved: 5/25/04 Dean R. Bostrom

Revised: ____________ ____________________________________

Revised: ____________ ____________________________________

Review: CT 8.11.2022

Reviewed by Admin Staff and CT 9.2022

SAMPLE SWORN STATEMENT:

SWORN STATEMENT

I, ____, swear that I am taking leave under the Victim's Economic Security and Safety Act and that either I am a victim of domestic or sexual violence or have a family or household member who is a victim of domestic or sexual violence.

____
Signature

____
Date

Hoffman Estates Park District Community Center & Ice Arena
Youth Officials in Youth Sports Procedure

1.329 Youth Officials in Youth Sports Procedure

A. Any 12 or 13 year old that is hired especially to be an official in a sports program must comply with the following restrictions:

1. Employment file completed.
2. Work permit obtained.
3. Parent/Guardian must sign the appropriate form for youth officials, noting limitations on hours worked.

B. Return to HR for approval.

Approval Date:	10/13/04	DRB
Revision Date:	03/28/2018	Leninger
Revision Date:		

Review: CT 8/11/2022

Hoffman Estates Park District
Procedure for Annual Open Enrollment / Benefit Election

1.330 Open Enrollment / Benefit Election Procedure

A. All full time employees are eligible to make changes to their medical elections each year during the open enrollment period. The open enrollment period is established by PDRMA each year, and generally runs from mid-November through early December. Based upon the dates of open enrollment, HR will determine a deadline for all forms to be returned and PlanSource online open enrollment.

1.) Employees can also make changes within 31 days of a change-in life event such as:
- marriage/divorce;
- establishment/loss-of domestic partnership;
- gain/loss-of other medical coverage; and,
- birth/death of an eligible dependent.

B. Employees who elect to wholly decline coverage through the District are eligible for monthly reimbursement after presenting proof of other coverage to the HR Manager.

C. Each year, every FT employee must complete their online PlanSource open enrollment prior to the due date provided by HR.

D. If **ANY** changes are requested, including changes to personal information such as phone/address, the changes need to be noted on a PDRMA Eligibility Form.

E. If the employee intends to combine health insurance coverage from an outside entity with coverage(s) offered through the District, a PDRMA Coordination of Benefits Form must be completed.

F. Each year, employees must complete an AFLAC/Wageworks form accepting or declining to participate in the Section 125 Flexible Spending Account.

G. All forms must be returned and processes completed by HR by the specified deadline, or the employee could potentially lose eligibility.

H. Failure to adhere to this procedure will result in disciplinary action in accordance with the District's Non-Compliance Procedure, up to and including dismissal.

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Approval Date: 1/7/05________ ______________DRB_______________

Revision Date: 8/9/2022____________ CT

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for
Voluntary Participation

1.332 Voluntary Participation

A. Any employee who participates or attends a function on a volunteer basis where there is physical participation, will not be ordered or assigned to participate in this physical activity.
B. Any employee who voluntarily chooses to participate in the physical activity must acknowledge this choice in writing.
C. The employee understands that participation or attendance is purely voluntary and recreational on their part, and not related to their employment; therefore their participation is not covered by the Illinois Workers' Compensation Act.
D. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date:	2/05/05	Dean Bostrom
Revision Date:	10/28/11	D. Bostrom
Revision Date:	3/28/18	Bostrom

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Family Medical Leave Act

1.334 Family Medical Leave Act

A. Employee eligibility criteria:
   1. The individual must have been employed for at least 12 months during the proceeding year;
   2. The individual must have worked at least 1,250 hours;
   3. The employee must work at a worksite which employs 50 or more employees within a 75 mile radius.

B. An eligible employee may request FMLA leave for:
   1. Birth, adoption or foster care placement of a child;
   2. Care for employee's ill spouse, child or parent;
   3. Serious health condition and unable to perform the function or his/her job. (Serious health condition is defined in the FMLA Act).

C. FMLA allows a qualified employee to take up to 12 weeks of unpaid leave in any 12 month period. The employee can take the 12 weeks of leave consecutively or intermittently depending upon his/her needs.

D. An eligible full or part time employee needs to complete the FMLA Leave Request Form with HR. The initial notice can be made orally, but must be confirmed in writing ASAP.

E. Employers have a responsibility to notify an eligible employee after three consecutive days of absence; therefore the supervisor/manager of any eligible employee absent for three consecutive days must notify HR.

F. Medical certification may be required from the employee.

G. If an employee has group health insurance coverage at the time the leave begins, the employer will continue coverage for the duration of the FMLA leave, but payment for the medical insurance premium is the responsibility of the employee. The payment arrangement will be specific and decided upon before leave is taken. If both employer and employee customarily pay a share of the benefits through automatic payroll deduction then this will continue.

H. If the employee has not returned to work after the specified leave, medical coverage will be offered through COBRA, (Consolidated Omnibus Budget Reconciliation Act).

I. Under FMLA, an employee is entitled to return to the original position or an equivalent position upon completion of the leave period. If the position has been eliminated or changed, the employee may not have reinstatement rights. If the employee cannot return to work, when the leave is completed, the employer is not required to hold the employee's position.

Approval Date: ___5/5/05_ ______Dean R. Bostrom________________

Revision Date: __10/20/08________ ____________DRB_______________________

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Hearing Conservation
Compliance Program

1.336 Hearing Conservation Compliance Program

A. Whenever it has been determined that the eight-hour Time Weighted Average (TWA) noise exposure is greater than or equal to 85 dBA, a Hearing Conservation Program should be established. This program, in addition to being required by IDOL (see CFR 1910.95) will provide a mechanism to track the progress of your efforts to minimize employee noise exposure. In general, the program should consist of the following:

- Sound Level Monitoring
- Hearing Protection for Employees
- Training for Employees

B. Monitoring
Noise monitoring will be conducted at least biannually to determine if changes in the workplace noise levels have taken place.

Sound Readings District High Risk Equipment

Large Riding Mower	103	103-32=71
Small Riding Mower	100	100-32=68
Walk-Behind Mower	97	97-32=65
Chipper	108	108-32=76
Leaf Blower	102	102-32=72
Chainsaw	107	107-32=75
Weed Whip	102	102-32=72
Skid Loader	98	98-32=66
Sand Pro	96	96-32=64
Hedge Trimmer	94	94-32=62
C.C.I.A. Compressor Room	96	96-32=64
Back Hoe	95	95-32=63
Big Tractors	106	106-32=74
Radial Arm Saw	99	99-32=67
Table Saw	96	96-32=64
Planer	113	113-32=81
Joiner	90	90-32=58
Air Compressor	116	116-32=84
Miter Saw	103	103-32=84
Skil saw	90	90-32=58
Belt Sander	93	93-32=61
• Safe Level	85	

Review: DH 8/11/2022

- NRR earplugs provided by Hoffman Estates Park District reduce sound level by 32 dBA are to be worn at all times when operating the above listed equipment.

C. Hearing Protection
The use of hearing protective devices is mandatory for employees exposed to noise levels greater than or equal to 85 dBA Time-Weighted Average. In addition to all Park District safety rules, the use of hearing protective devices will be strictly enforced.

D. Training
Employees in the Hearing Conservation Program should attend an initial training session when they first enter the program and annually thereafter. The content of the training program must include the following:

- The effects of noise;
- Purpose, advantages, disadvantages and noise reduction properties of types of hearing protectors to be used; and
- Selection, fitting and care of hearing protectors.

You must keep a written roster of those attending the training sessions.

Approval Date: 5/18/05 DRB

Revised Date: 5/11/18 DHugen/Director Parks

Revised Date: ____________ ________________________________

Review: DH 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District

Procedure for FT/PT Personnel Salary Rate Change

1.337 FT/PT Personnel Salary Rate Change:

A. Salary/Wage Rate Changes

1. All **full-time** staff rate changes must be documented on a payroll status form, submitted via electronic signature system which must be signed by the Executive Director.

2. Any **part-time** rate changes greater than 1.5 times the annual board approved salary pool increase percentage must be documented on a payroll status form which must be signed by the Executive Director. (i.e. Board approves annual percentage increase for salary pool of 3.5%, any part-time raise greater than 5.25% would require the Executive Director's approval).

B. Any newly hired full time personnel must be documented on a personnel status form which must be signed by the Executive Director. If a letter offering the position is used, that must be approved by the Executive Director before it is sent out.

C. Any additional written documentation regarding a newly hired employee must be attached to their personnel status sheet and also approved by the Executive Director.

Approval Date: __1/10/06_ _____Dean R. Bostrom__________

Revision Date: 8/11/2022 _______Craig Talsma

Revision Date: __________ ________________________________

Review: 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Full Time Job Descriptions

1.338 Procedure for Full Time Job Descriptions

A. All new full time job positions shall be detailed by a written job description and must be approved by the Board of Commissioners.
B. Any modifications or changes to an existing full time job description must be approved by the appropriate Division Director, the Executive Director.
C. Upon approval by the Executive Director, a copy of the changes will be given to the employee and forwarded to HR.

Approval Date:	10/18/06	Dean R. Bostrom
Revised Date:	03/28/18	Dean R. Bostrom
Revised Date:		

Review: CT 8/11/2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Employee Golf Privileges at Poplar Creek Country Club

1.340 Procedure for Employee Golf Privileges at Poplar Creek Country Club

Note: A current Hoffman Estates Park District Identification Card must be presented to receive privileges.

A. H.E.P.D. employees and commissioners receive the following privileges:

1. No charge for green fees; **note** this privilege is not in effect on weekends and holidays and before 1:00 p.m.
2. No charge for usage of the TopTracer range when space is available 48 hrs prior to rental or 50%.

Employees will receive a 10% discount at the district's pro shops or up to the gross profit percentage if coordinated in advance through the District's administrative staff.

Approval Date: __9/15/08____ ___________DRB_____________________

Revision Date: __8/12/2022________ Craig Talsma

Review: CT 8/22/2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Employee Food and Beverage Privileges
at Poplar Creek Country Club
and Seascape Aquatic Center

1.341 Procedure for Employee Food and Beverage Privileges
at Poplar Creek Country Club and Seascape Aquatic Center

A. A 5% discount is issued for a banquet or party provided the function is held in honor of a Hoffman Estates Park District commissioner, full-time or permanent part-time staff member or any member of their families. Family is defined as spouse and their parents or legal guardian, grandparents, children or brother or sister of either employee or spouse. To receive the discount, the function must be held on a day other than Saturday or holidays, with a minimum booking of thirty (30) people.

B. Employees shall be eligible for complimentary post-mix soda (a de minimis fringe benefit) and the lessor of the gross profit percentage or a 50% discount on food and other non-alcoholic beverages purchased at Bridges of Poplar Creek Country Club (excluding special events, programs, or parties).

C. All Seascape Aquatic Center staff may receive twenty (20%) discount on concession purchases at The Club, the Triphahn Center, and Seascape.

When available, management may offer the Banquet staff a complimentary meal from the function they worked.

Approval Date: __9/15/08____ ___________DRB_____________________

Revision Date: _____8/9/2022_____ _________CT________________

Review: Ct 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Voluntary Resignation Form

1.342 Voluntary Resignation Form

Any part time employee leaving their position within the Park District for a month or longer, will need to submit a signed voluntary resignation form to their supervisor/manager.

The voluntary resignation form is located in the shared drive under HR/Voluntary Resignation.

After the employee and supervisor/manager completes the form, submit to HR and this original signed document will be placed in the employee's personnel file.

The supervisor/manager will also complete a payroll status form electronically to deactivate the employee from the work file.

If the employee returns, and the position is available, the supervisor/manager will need to electronically complete a new status form to reactivate this employee.

If the employee returns after six months, new paperwork is required to reinstate them.

Date: 3/31/11 Signature Dean R. Bostrom

Review: CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Multiple Positions

1.343 <u>Multiple Positions</u>

A. Any full-time employee applying for a part-time position within the District, or outside the District, must have the prior approval of his/her present supervisor and Division Director.
B. Any full-time employee applying for more than one (1) part-time position (whether within or outside the District), must have the prior approval of the Executive Director.
C. All applicable approvals must be in writing, and part of the employee's personnel file.
D. At the discretion of administrative staff, schedule(s) for part-time position(s) may be requested and placed in the employee's personnel file.
E. Approval for part-time position(s) may be revoked if it is determined that the employee's performance at their full-time position is declining as a result of the part-time employment.
F. All hours worked for HEPD, in full-time or part-time capacity, must be logged in accordance with the District's time-clock procedure 1.039.
G. Part-time positions worked within HEPD should not share duties with the employee's full-time position. If duties are shared, the part-time hours may be entitled to overtime calculation. HR will review each request for additional part-time employment and make a determination.
H. For part-time positions within the District, a payroll status sheet must be completed, noting anticipated hours to be worked, rate of pay, job code(s), and GL account number(s). The status sheet must be signed by the employee's direct supervisor and Division Director.
I. Failure to follow this procedure will lead to disciplinary action, up to and including dismissal.

Approval Date:	12/01/98	Dean R. Bostrom
Revision Date:	9/12/08	Bostrom
Revision Date:	4/23/13	D. Bostrom
Revision Date:	12/15/2017	Bostrom/Talsma

Review: CT 8/11/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
FinTrac Time Management Procedure

1.344 <u>NovaTime Management Procedure</u>

All employees of the Hoffman Estates Park District are issued an employee ID at the time of hire. All employees will use the District's Time Management System, TMS, to record their time worked in order to receive their appropriate pay.

A. NON-EXEMPT - Non-exempt employees will sign in and out of the District's Time Management System, in order to receive their appropriate pay.
   1. Non-exempt employees will need to go to a TMS terminal to sign in and out for the day at the facility in which they work. From the employee web services site, enter your user id and password then click on the EMPLOYEE WEB SERVICES button.
   2. From your employee dashboard, click on the > next the Timesheet header.
   3. On the next empty line on your time sheet, click in the date field.
   4. Choose today's date from the drop down menu.
      - Type in 11 for the Pay Code.
      - Instead of entering an In and Out time, enter the number of units (lessons or clients) for the day.
      - Type in or choose the Job that is associated with the unit.
      - Click on the speech bubble to enter notes.
      - Click Save

B. Exempt Employees- NovaTime timekeeper will be installed on all computers and employees are encouraged to download the NovaTime app.
   1. Exempt employees must keep track of their hours worked via NovaTime.
   2. At the end of each pay period the exempt employee must verify their hours and ensure all adjustments are correct. The time will then be submitted to their supervisor for final approval.
   3. Hours worked by exempt employees will be periodically monitored by the business department and HR Manager in order to ensure compliance with the District's personnel policy manual.

C. All Program Managers, Supervisors, Superintendents and Directors (herein referred to as supervisor) are responsible for monitoring and approving their employee's hours to be processed for payroll.
   1. The Hoffman Estates Park District processes payroll every 2 weeks according the schedule distributed annually by the Human Resource Manager. All supervisors must have corrections submitted and hours approved no later than 12:00pm the Monday of every payroll week to ensure their staff gets paid.

Review: PC 8/12/2022

2. Supervisors must then approve their employee's hours by going to the employee's timesheet in NovaTime and select the Approve button in the right hand corner.

D. Failure to adhere to this procedure will result in training notification in accordance with Procedural Training Procedure and could result in disciplinary action up to and including dismissal.

Approval Date:	8/24/12	Dean R. Bostrom
Revision Date:	3/28/18	Bostrom/Talsma
Revision Date:	8/12/2022	Craig Talsma

Review: PC 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Bonus/Commission Pay

1.346 <u>Bonus/Commission Pay Procedure</u>

A. Any supervisor of an employee of the Hoffman Estates Park District who is eligible to receive bonus/commission pay as documented within their compensation package or as deemed appropriate, needs to follow the steps below.
   1. Bonus/Commission agreement must be approved by the director of finance and administration prior to acceptance by the employee.
   2. All bonus/commission payouts must be submitted on a "payroll status change" form along with supporting documentation as required by HR.
   3. Upon approval by HR of bonus/commission payout and supporting documentation, the payroll status change form will be processed.
   4. HR will forward approved bonus/commission status change form to payroll for entry.
   5. Bonus/commission payout timeframes:
      a. Monthly - All documentation must be received by the 6th business day and payments to employees will be made at the next available payroll following approval.
      b. Quarterly - All documentation must be received by the 6th business day and payments to employees will be made at the next available payroll following approval.
      c. Annual – bonus/commission payments will be paid as received.
   6. Failure to adhere to this procedure will result in training notification in accordance with Procedural Training Procedure and could result in disciplinary action up to and including dismissal.

Date Approved:______3/31/11_____ Signature:____Dean. R. Bostrom _____________

Date Approved:____4/26/13_______ Signature:____Dean R. Bostrom, Exec Director
CTalsma, Dep Dir/Dir A&F_

Date Approved:____3/28/18_______ Signature:____Talsma, Dep Dir/Dir A&F
Leninger, Supt of HR_

Review: CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Recruitment Procedure

1.347 Full-Time Recruitment Procedure

A. **Recruitment Philosophy**: HEPD attempts to identify, seek, and attract the most talented applicants for each open position while ensuring both equal employment opportunity and a diverse workforce.
B. **Recruitment Goals**: HEPD attempts to maximize the number of applicants for each open position though advertising, in order to obtain a qualified and diverse applicant pool in an effort to minimize the time an open position remains vacant.
C. **Recruitment Process**:

Full-Time Positions

1. If the position is newly-created, a new job description will be presented to the Board for approval.
2. For existing positions with job descriptions, Division Director is responsible for hiring the full-time staff position with approval from the Executive Director.
3. Direct Supervisor creates a job posting.
4. Direct Supervisor forwards job posting to HR. (If Direct Supervisor believes internal-only recruiting would be beneficial, the position will be available for internal candidates only for up to five (5) business days).
5. HR posts the position at facilities and online.
6. Direct Supervisor will coordinate with HR regarding which applicants that will be offered an interview.
7. Direct Supervisor, HR, and Division Director will coordinate and assemble an interview team.
8. Each applicant will be evaluated after his/her interview by utilizing interview review sheets.
9. After the first round of interviews, selected finalist(s) will be offered a second round interview.
10. If necessary, additional round(s) of interviews will be conducted in the same manner as above.
11. After the final candidate is selected, an offer letter will be prepared and delivered. The offer letter will detail items regarding the position, including, but not limited to: rate of pay, health insurance, IMRF participation, membership passes, class enrollment, and paid time off.
12. After the final candidate has accepted the offer, an e-mail will be sent to the other applicants, informing them that they have not been selected for employment with the District.

Part-Time/Seasonal Positions

1. Direct Supervisor creates a job posting.

2. Direct Supervisor forwards job posting to HR so that it may be posted online.
3. Direct Supervisor will coordinate which applicants will be offered an interview.
4. Direct Supervisor will coordinate and assemble an interview team if warranted, dependent upon the position.
5. Each applicant will be evaluated after his/her interview utilizing interview review sheets.
6. After the first round of interviews, selected finalists will be offered a second round interview, if needed.
7. After the final candidate is selected, and offer letter will be prepared and delivered. The offer letter will detail applicable items regarding the position, including, but not limited to: rate of pay, employee status, IMRF participation, membership passes, class enrollment, and paid time off.
8. Depending on the positions, the hiring supervisor may send an e-mail to the other applicants, informing them that they have not been selected for employment with the District.

D. Recruitment Training: After hire, Full-Time positions will meet with HR for an initial orientation to the District, as well as confirmation of the District's Full-Time benefit package. Part-Time/Seasonal positions will be trained by the direct supervisor, with assistance from HR as needed. (Orientation Procedure 1.304).

E. Failure to adhere to this procedure could result in disciplinary action up to and including dismissal.

Approval Date:	5/4/13	Dean R. Bostrom, Executive Director C.Talsma, Deputy Director, Dir of Admin/Fin
Revision Date:	____12/15/2017____	Craig Talsma, Deputy Director Eric Leninger, Superintendent of HR
Revision Date:	8/12/2022	Craig Talsma

Hoffman Estates Park District
New-Hire Background Check Procedure

1.348 <u>Background Check Procedure for New-Hires</u>

A. The candidate will be provided a list of documentation he/she is to complete, a description of what the District does with the candidate's personal information, and appropriate authorization forms for the candidate to sign. Candidate will submit these documents to HR.
B. Upon receipt of the candidate's signed forms, HR will begin various background checks. Based on the information returned by each check, the procedures outlined in the District's Personnel Policy Manual will be followed in order to determine if a candidate is qualified or disqualified for the opportunity of employment.
C. Criminal Background Check
    1. The candidate's criminal history will be checked through the Illinois State Police by submitting the candidate's name, date of birth, and social security number. If the candidate indicated an out-of state address on his/her application within the past seven (7) years, an out-of state background check will also be run through Ferret Diversified Services, Inc.
    2. Once the candidate's information has been submitted for the criminal background check, he/she will be allowed to begin working. If the request comes back as "pending", the candidate will be advised that continued employment will be contingent upon the information returned.
    3. A conviction will not automatically disqualify a candidate from employment, but rather the conviction(s) will be considered in relationship to the specific job.
D. Driver's Abstract
    1. For full-time candidates, and part-time candidates who may drive a District vehicle during the course of performing their employment duties, HR will request a copy of the candidate's Driver's Abstract through the Illinois Secretary of State. The candidate will not be allowed to drive a District vehicle until his/her driving record is received and cleared by the HR.
    2. If the Driver's Abstract is clear, HR will notify the hiring supervisor that a driving test with the Supervisor of Mechanics can be scheduled.
    3. The Supervisor of Mechanics will report the results of the driving test to HR. If results are satisfactory, the new-hire will then be allowed to operate District vehicles.
    4. HR will add the name of any new hire with a CDL to the District's random DOT screening list.
E. Social Security Administration
    1. The candidate's social security number will be verified online through the Social Security Administration Business Services Online division.
F. I-9 Employment Authorization
    1. The candidate's authorization for employment within the United States will checked by verifying his/her I-9 documentation online with the Department of Homeland Security through E-verify.

Review: DRB 4/13/17

G. Sex Offender Registries
    1. The candidate's first and last name will be entered into the online National sex offender registry to check for any records.
    2. The candidate's last name will be entered into the online State of Illinois sex offender registry to check for any records.

H. Illinois Department of Child Support Services
    1. The candidate's name and address will be reported online to the Illinois Department of Child Support Services as of the date of hire.

I. References
    1. Either the HR or direct supervisor will check a minimum of two (2) references provided by the candidate.
    2. If the candidate does not have professional reference(s), personal reference(s) will be checked.

J. Drug-test and Physical
    1. If all other checks are cleared, HR will schedule a drug-test and physical with either Northwest Community Hospital or Alexian Brothers Medical Group. Once the Human Resources Manager receives confirmation that the candidate passed the tests, the Human Resources Manager will inform the direct supervisor that the candidate is cleared to begin employment duties.
    2. All full-time hires must clear a drug test and physical. Individuals working in parks or bridges maintenance must also clear a lift test.
    3. Part-time positions ,as necessary determined by the Division Director, may be assigned to complete and clear drug test, physical, lift test, and audiogram.

K. Failure to adhere to this procedure could result in disciplinary action up to and including dismissal.

Approval Date: ____4/13/13_____ _____D. Bostrom, Exec Dir/CTalsma, Dir

Revision Date: ____03/15/2017____Talsma/Deputy Director, Leninger/Superintendent of HR

Revision Date: _____8/8/2022__________ _____Craig Talsma

Review: DRB 4/13/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Part-Time Employee Scheduling/Working Procedure

1.349 Part-Time Employee Scheduling/Working Procedure

A. Districtwide every supervisor and manager must have a schedule for their respective part-time employee(s) that extends at least 2 weeks in advance.
B. The part-time employee schedule must be inputted into the appropriate time scheduling software such as NovaTime or Whentowork.
C. Part-Time employee schedules must be approved by 10am on Monday morning of payroll.
D. The Business Department and HR Manager will periodically audit part-time employee schedules to ensure compliance with hourly standards for PT2 and PT1 employees, as well as adherence to the approved annual budget.
E. If a Part-Time employee fails to adhere to working hours scheduled and approved by their immediate supervisor/manager, he/she will be subject to disciplinary action in accordance with the District's Non-Compliance Procedure, up to and including dismissal.
F. Failure to adhere to this procedure will result in disciplinary action in accordance with the District's Non-Compliance Procedure, up to and including dismissal.

Approval Date: ____05/26/2015__ _________Dean R. Bostrom__________

Revision Date: 8/12/2022 Craig Talsma

Hoffman Estates Park District
Full-Time Employee Scheduling/Working Procedure

1.350 Full-Time Exempt Hours Tracking Procedure

A. In order to comply with Illinois Department of Labor regulations, the District will maintain records of hours worked by full-time exempt employees.
B. Hours worked will include hours spent “on campus” at a District site or facility as well as hours devoted solely to District work while off-campus.
C. NovaTime timekeeper will be installed on all computers and employees are encouraged to download the NovaTime app.
D. Exempt employees must keep track of their hours worked via NovaTime.
E. At the end of each pay period the exempt employee must verify their hours and ensure all adjustments are correct. The time will then be submitted to their supervisor for final approval.
F. Hours worked by exempt employees will be periodically monitored by the business department and HR Manager in order to ensure compliance with the District’s personnel policy manual.
G. Failure to adhere to this procedure will result in disciplinary action in accordance with the District’s Non-Compliance Procedure, up to and including dismissal.

Approval Date:	8/1/2015	Dean Bostrom
Revision Date:	8/12/2022	Craig Talsma

Review: CT 8/12/2022

Hoffman Estates Park District
Procedure for
Volunteer Recognition

1.351. Volunteer Recognition

A. Best of Hoffman Award:
   1. Awarded on a monthly basis for volunteer contribution of time, services, funding in any time frame, single event or on-going.
   2. Recommendations for Best of Hoffman (BOH) come from staff, other volunteers, public and are accepted by the Admin Team prior to acknowledging them at the monthly Board Meeting.
   3. Recognition include acknowledgement on the district website with a picture from the Board Meeting and gift (i.e. tee shirt, $25 gift card, plaque as appropriate).

B. Volunteer of the Year Award:
   1. Awarded on an annual basis for volunteer contribution of time, services, funding.
   2. Board chooses from the BOH recipients within a given year.
   3. Recognition includes photo and nameplate with the year displayed on the perpetual plaque for one year until the next recipient is awarded. Plaque is located in the main volunteer's recognition area.

C. Volunteer Award of Excellent:
   1. Awarded for significant volunteer contribution(s) over an extended period of time reflecting significant amounts of time, services, funding, leadership on a continue basis.
   2. Recommendations for the Volunteer Award of Excellent come from staff, other volunteers, public and are approved by the Admin Team.
   3. Recognition includes single plaque with a photo and brief description of the contribution made to the district. Plaque is located in the main volunteer's recognition area.

D. General Volunteer Acknowledgement:
   1. Annually the park district acknowledges the volunteers for the district for their time and energy through the following areas:
      i. Annual Volunteer Appreciation Night
         1. This event is held at Seascape Family Aquatic Center first Monday of August. All volunteers are extended an invitation to attend for free swim, light buffet, door prizes in recognition of their services throughout the year. Volunteers are identified through their Program Managers and invitations are for friends and family of the volunteer.
      ii. Windy City Bulls Events
         1. Volunteers are offered free admission for one of three optional dates to view the Windy City Bulls basketball game.

Reviewed: CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Volunteers are identified through their Program Managers and tickets are made available (up to 6 tickets per volunteer)

iii. Website
    1. In conjunction with and just prior to our Annual Volunteer Appreciation Night and Windy City Bulls Events, a general thank you to all volunteers is posted on our website. Volunteers are also directed to contact their Program Managers and/or the Administrative Assistant for information on the Volunteer events.

iv. Registration Fee Adjustment
    1. Available with Recreation Division Director approval
        a. 50% discount for coaches placing their children in hockey programs.
        b. Resident rate and/or Early Bird Fee for all other coaches placing their children in team sports programs.

Approved: September 2, 2016 Dean Bostrom, Executive Director

Revision Date: ____________________ ____

Reviewed: CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Export RecTrac Label Information Procedure

1.402 <u>Export RecTrac Label Information</u>

RecTrac can print standard Avery 5160 mailing labels through "pass labels/letters" option. To export the information to print labels other than 5160, such as file folder labels, Avery 5366, follow the steps below:

A. RecTrac
1. Select "reports" at the bottom of the screen
2. Select "pass" at the top of the screen
3. Select "pass labels/letters" option
4. Select "create labels" if choosing to do the standard 5160 label
5. Select "create report" no matter which labels you select
6. Select "create export" if choosing to run other than the standard label
7. Select "details" at the bottom left corner of the screen
8. Entering a date range will allow you to extract all pass members, or members whose active date is within a certain range. For example, to export a file containing new February pass members, enter 02/01/2001 through 02/28/2001. By doing this you will produce a report and an export file containing new February pass members only. This report will contain new contracted pass members as well as member that recently requested a transfer in which the member received a new pass.
9. Once RecTrac has scanned all households, a report will be generated and an export file. The export file can be found in C/windows/temp and will be labeled your RecTrac user ID.

B. MSWord
1. Open the file and delete unnecessary information.
2. Save the file in its original format as "temp"
3. Leaving Word as an open window, open Excel

C. Excel
1. Open "temp" file by selecting "open all files."
2. Select "deliminated"
3. Select "next"
4. Deliminators = space
5. Text qualifier = none
6. Select "next"
7. Align format = general
8. Select finish
9. Insert a row above the names
10. Label columns – first name, and second name as appropriate
11. Save as an Excel file, same name
12. Go back to MSWord

Reviewed: DRB 2/2018

C. MSWord
   1. Start a clean sheet
   2. Select "tools"
   3. Select "mail merge"
      a. Create
         - Labels
         - Active Window
      b. Get data
         - Open file
         - Entire spreadsheet "ok"
      c. Set up main document
         - Select label style
         - OK
         - Insert merge field (sample is for style 5366)
            - Last name
            - Several spaces
            - First name
            - OK
      d. Merge
   4. Print labels

Approved:	____5/10/01_	____Dean R. Bostrom________________
Revision Date:	_____________	_______________________________________
Revision Date:	_____________	_______________________________________

Reviewed: DRB 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure to Shut Down Computer & Microsoft Updates

1.403 Shut Down Computer

In an effort to be energy conscious, when not in use computers should always be shut down with the exception of Monday evenings as outlined below.

A. At the conclusion of your work shift, the computer should be shut down as follows:
   1. Click the Windows Start button
   2. Select **Shut Down**

   Your computer should automatically power down at this point.

B. All computer systems should be left on but locked on Monday evenings so that Microsoft System updates can be pushed out to all District computers.
   1. The updates are set to automatically install at 11PM every Monday.
   2. In some cases, you may see the Windows Update icon show up on your taskbar. You may choose to install the updates at your convenience or wait for the next Monday night for the updates to automatically install. Additionally, you may choose to restart now at your convenience if prompted.

Approved: __5/10/01___ ______Dean R. Bostrom________

Revision Date: __11/1/17___ _______Craig Talsma__________

Reviewed: DRB 11/1/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure to Use Computers & Network

1.404 Use of Computers & Network

The Internet is a worldwide network of computers that contains millions of pages of information. Although our Cisco firewall limits our access, users are still cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the lnternet. Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the lnternet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the lnternet do so at their own risk and the Hoffman Estates Park District is not responsible for material viewed or downloaded by users from the Internet. To minimize these risks, your use of the Internet at the Hoffman Estates Park District is governed by the following policy:

Permitted Use of Internet and HEPD Computer Network

The computer network is the property of Hoffman Estates Park District (HEPD) and may only be used for legitimate business purposes. Internal "Users" (employees and contractors) are provided access to the computer network to assist them in the performance of their jobs. All Users have a responsibility to use HEPD's computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action, including possible termination, and civil and/or criminal liability.

Accessibility

Public users of the HEPD website may look at programs and events; however the registration software may only be accessed via the Internet by participants with a logon id and password.

Users of the system must have a valid logon id and password to access the system and an additional layer of credentials to access specific software.

- User accounts on District computer systems are to be used only for the business of the District and not to be used for personal activities.

- Users are personally responsible for protecting all confidential information used and/or stored on their accounts. This includes their logon IDs and passwords.

- Users are prohibited from making unauthorized copies of such confidential information and/or distributing it to unauthorized persons outside of the District.

Reviewed: DRB 2/2018

- Users shall not purposely engage in activity with the intent to: harass other users; degrade the performance of the system; divert system resources to their own use; or gain access to District systems for which they do not have authorization.

- Users shall not attach unauthorized devices on their PCs or workstations, unless they have received specific authorization from the IT Manager and the employees' manager.

- Users shall not download unauthorized software from the Internet onto their PCs or workstations.

The Deputy Director/Director of A&F shall serve as the Chief Information Officer and the Information Technology Manager shall be designated as the Security Administrator for the District.

Threats to Security

Threats to security include employees, amateur hackers/vandals and criminal hackers/vandals. Security and credentials must be layered to compensate for all levels of threat. Users are required to report any weaknesses in the District computer security, any incidents of misuse or violation of this policy to the Security Administrator.

Computer Network Use Limitations

Prohibited Use. The Internet is a business tool for the District. It is to be used for business-related purposes such as: communicating via electronic mail with constituents, suppliers and business partners, providing assistance and obtaining useful business information. The District will provide Internet access to employees and contractors who are connected to the internal network ***and*** who has a business need for this access.

Without prior written permission from HEPD, the HEPD computer network may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, self-replicating programs, etc.), political material, pornographic text or images, or any other unauthorized materials. Employees may not use HEPD's Internet connection to download games or other entertainment software (including screen savers), or to play games over the Internet. Additionally, you may not use the computer network to display, store or send (by e-mail or any other any other form of electronic communication such as bulletin boards, chatrooms, Usenet groups, etc.) material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise inappropriate or unlawful. Furthermore, anyone receiving such materials should notify their supervisor immediately.

The Internet service may not be used for transmitting, retrieving or storing any communications of a discriminatory or harassing nature or which are derogatory to any individual or group, obscene or pornographic, or defamatory or threatening in nature for "chain letters" or any other purpose which is illegal or for personal gain.

Illegal Copying. Users may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of HEPD management.

Communication of Trade Secrets. Unless expressly authorized to do so, Users are prohibited from sending, transmitting, or otherwise distributing proprietary information, data, trade secrets or other confidential information belonging to HEPD. Unauthorized dissemination of such material may result in severe disciplinary action as well as substantial civil and criminal penalties under state and federal Economic Espionage laws.

Duty not to Waste or Damage Computer Resources

Accessing the Internet. To ensure security and avoid the spread of viruses, Users accessing the Internet through a computer attached to HEPD's network must do so through an approved Internet firewall or other security device. Bypassing HEPD's computer network security by accessing the Internet directly by modem or other means is strictly prohibited unless the computer you are using is not connected to HEPD's network.

Frivolous Use. Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all Users connected to the network have a responsibility to conserve these resources. As such, Users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

Virus detection. Files obtained from sources outside of HEPD's network, including USB drives or discs brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage HEPD's computer network. Users should never download files from the Internet, accept e-mail attachments from outsiders, or use USB drives/discs from non-HEPD sources, without first scanning the material with HEPD-approved virus checking software. If you suspect that a virus has been introduced into the HEPD network, notify IT support immediately.

No Expectation of Privacy

Employees are given computers and Internet access to assist them in the performance of their jobs. Employees should have no expectation of privacy in anything they create, store, send or receive using HEPD's computer equipment. The computer network is the property of HEPD and may be used only for HEPD business purposes.

Waiver of privacy rights. User expressly waives any right of privacy in anything they create, store, send or receive using HEPD's computer equipment or Internet access. User consents to allow IT support personnel as well as manager/supervisor access to and review of all materials created, stored, sent or received by User through any HEPD network or Internet connection. Any data files that you transfer to your HEPD issued computer becomes the property of HEPD.

Monitoring of computer and Internet usage. The District has the right and capability to monitor electronic information created and/or communicated by persons using District computer systems and networks, including e-mail messages and usage of the Internet. HEPD has the right to monitor and log any and all aspects of its network/computer system including, but not limited to, monitoring Internet sites visited by Users, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by users. It is not the District policy or intent to continuously monitor all computer usage by employees or other users of the District computer systems and network. However, users of the systems should be aware that the District may monitor usage, including, but not limited to, patterns of usage of the Internet (e.g. site accessed, on-line length, time of day access), and employees' electronic files and messages to the extent necessary to ensure that the Internet and other electronic communications are being used in compliance with the law and with District policy.

Reviewed: DRB 2/2018

Blocking sites with inappropriate content.
HEPD has the right to utilize hardware & software that makes it possible to identify and block access to Internet sites containing sexually explicit or other material deemed inappropriate or unauthorized in the workplace. A fundamental component of our Network Computer Policy is controlling access to the critical information resources that require protection from unauthorized disclosure or modification. The fundamental meaning is that permissions are assigned to individuals or systems that are authorized to access specific resources. Access controls exist at various layers of the system, including the network. Access control is implemented by logon ID and password.

Security administrators will have full access to host systems, routers, hubs, and firewalls as required to fulfill the duties of their job. All system administrator passwords will be ***DELETED*** immediately after any administrator who has access to such passwords is terminated, fired, or otherwise leaves the employment of the District.

Security Breach

In the event of a suspected security breach, users will notify the Security Administrator or the Chief Information Officer who will investigate and make notification in conjunction with Illinois law 815ILCS 530/ of the Personal Information Protection Act.

VPN, Remote Access, & Passwords

General. In an effort to keep HEPD data secure, while also understanding that our changing culture requires work to be performed remotely, HEPD provides VPN & remote access to certain users and outside vendors with appropriate approval. This defines the standards for connecting to the Hoffman Estates Park District network from any remote host, untrusted host, and remote network. These standards are designed to minimize the potential exposure to the District from damages that may result from unauthorized access to HEPD's administrative network through a non-HEPD controlled network device, or medium. Damages include the loss of confidential or internal use data, intellectual property, damage to public image, or damage to critical HEPD computing network and information systems. Only authorized persons may remotely access the District network. Remote access is provided to those employees, contractors and business partners of the District that have a legitimate business need to exchange information, copy files or programs, or access computer applications. Users may not install personal software designed to provide remote control of the PC or workstation. This type of remote access bypasses the authorized highly secure methods of remote access and poses a threat to the security of the entire network.

Scope. This policy applies to:

- All users of HEPD
- All systems, networks, and facilities administered by HEPD IT Support

- All equipment used to connect to the HEPD network, including but not limited to photocopy machines, small portable USB hard drives, flash memory cards, handheld communication devices and privately owned devices not managed or maintained by HEPD.

Statement. All individuals using information technology devices connected to the HEPD network are required to manage the security of those devices in accordance with the HEPD information security policy and standards including, but not limited to, security standards for desktops, servers, authentication/passwords, data, and applications. All individuals accessing HEPD confidential or internal use data from a non-HEPD location, or transporting such data off-site on electronic devices, must be authorized to do so and must comply with all HEPD IT security standards.

Compliance. Any person found to have violated this policy may have their VPN remote network access privileges temporarily or permanently revoked. It is the responsibility of HEPD employees to ensure that all possible measures have been taken to secure the remote computer (such as installing hardware and software security applications) and have the most recent operating system and applicable patches. These practices must use the most up-to-date anti-virus software, keep virus definitions up to date, and run regular scans. This includes personally owned computers used for HEPD business.

Certain HEPD users will be granted remote access privilege as part of their normal network access. The HEPD employee must ensure that he/she does not violate any HEPD polices, does not perform illegal activities, and does not use the VPN remote access for outside business interests. The HEPD employee bears responsibility for the consequences if the VPN remote access is misused.

Requirements. Secure VPN remote access must be strictly controlled. HEPD's **Employee/Vendor VPN Access Request Form** is required to be completed and signed by the appropriate personnel. Control will be enforced via your login password authentication. At no time should any HEPD employee provide his or her login or email password to anyone, not even family members. Remote Users must ensure that their HEPD-owned or personal laptop or desktop, which is remotely connected to the HEPD network, is not connected to any other external network at the same time, other than a home private network under the user's control. Only supported remote control software can be used which are currently Logmein & Cisco AnyConnect VPN.

Reviewed: DRB 2/2018

Network Login / Computer Passwords.

- Passwords expire every 90 days.
- Users cannot reuse their past ten (10) passwords.
- Users have twelve (12) attempts before their account becomes locked out. If it is locked out there is a 30min wait time before they can try again. The user can also contact IT support for immediate help.
- The password cannot contain any part of the user's login account name or full name.
- Be at least eight (8) characters in length
- Contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)

Reviewed: DRB 2/2018

Reviewed by Admin Staff and CT 9.2022

Approved:	5/10/01	Dean Bostrom
Revised:	8/14/03	Dean Bostrom
Revised:	4/13/13	Dean Bostrom
Revised:	11/1/17	Craig Talsma

Reviewed: DRB 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Use of Computers

1.404 Use of Computers & Network

Acknowledgement of Understanding

I have read and agree to comply with the terms of this policy governing the use of the Hoffman Estates Park District computer network. I understand that violation of this policy may result in disciplinary action, including possible termination and civil and criminal penalties. All users are expected to have knowledge of these security policies and are required to report violations to the Security Administrator. The District takes the issue of security seriously, those who use the technology and information resources of the District must be aware that they can be disciplined if they violate this policy. **Upon violation of this policy, an employee of the District may be subject to discipline up to and including dismissal.**

Signature Date

Printed name

Reviewed: DRB 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Computer Support & Requests

1.405 Computer Support & Requests

If you encounter any computer problems, simply email support@heparks.org and a ticket will auto-generate. You will receive emails from IT Support and will be able to stay up-to-date on the status of your ticket.

There is also an IT Support Portal. Simply go to http://support.hepd.org and once you are logged in you can:

1. View your open tickets
2. View your closed tickets
3. Open a new ticket

See IT document "**How To navigate to IT Support Portal**" located in S:\Information Technology\Documentation for help with the portal.

Approved: ___5/7/01___ _______Craig Talsma__________

Revision Date: ___11/1/17___ _______Craig Talsma__________

Reviewed: DRB 11/1/17

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Staff Email

1.406 Staff email use

1. An initial response, within one business day, should at a minimum acknowledge the receipt of the communication (this applies to communications received via telephone, mail, fax and any other electronic means). If possible, supply the answers to their questions or concerns at that time. If you do not know the answer, indicate how much time is needed before you can provide the answer.
2. If you need to forward their question or concern to a different employee advise them that you are doing so. Not all emails should be forwarded in their entirety. Be respectful of doing so as the original email may not have been intended for the individual you wish to forward it to. Do not forward emails outside of the District without first asking permission from the sender.
3. When an employee anticipates being absent from work for more than one business day, and will not be monitoring their email, he/she will provide information on their Voice Mail and Out of Office Assistant stating who can be contacted in their absence, or when you will respond upon your return.
4. Staff shall make all attempts to be as efficient as possible with the use of email, not to use email excessively, and to write emails in a succinct and effective manner. State the question or reason for the email within the first sentence or two, or in the subject line, and be as brief as possible.
5. Employees shall use their heparks.org email accounts for park district business only; the email address is not to be used for personal use. Additionally, personal email accounts should not be used for business purposes as this will make those accounts subject to FOIA (Freedom of Information Act) requests.
6. Employees should be aware that park district email is not private. All emails are archived and subject to review and examination, including release and copying for FOIA purposes.
7. Staff should refer to the attached **Email Etiquette, Tips & Tricks** document for additional email protocols.
8. Keep the storage in your Outlook to a minimum. Delete or file received and sent emails to other folders if they must be saved. Unsubscribe and mark as spam any unwanted emails. To effectively clean your mailbox please refer to the IT document, **How to clean up and delete emails from your mailbox** located in our S:\ Drive under Information Technology.

Approval Date: __1/6/03____ ______Dean R. Bostrom_________

Revision Date: __11/1/17____ ______Craig Talsma____________

Reviewed 11/1/17

Reviewed by Admin Staff and CT 9.2022

Email Etiquette, Tips & Tricks

In addition to the standards set in the Email Procedure, staff should follow these guidelines for polite email use:

1) Each email that is sent uses space and bandwidth on our system. Each email you receive takes time to open, read and decide if a response is needed. We urge staff to be efficient and courteous with email use.
2) Remember that your email may not be read immediately, if your issue is urgent a phone call may be more appropriate.
3) Use proper spelling and grammar. Proof read your emails and use Auto-Correct.
4) Avoid using all caps, as it appears to the reader that you are yelling.
5) Salutations are polite and start your email with a warm greeting.
6) Stick to simple fonts that are easy to read. 10 or 12 point type and an easy-to-read font such as Arial or Times Roman. HE Parks Branding Guidelines specifies using Arial for external communications.
7) Use exclamation marks sparingly. Too many exclamations give the appearance of being overly emotional and immature.
8) Use the subject line to summarize what the email is about as accurately as possible. If it is a simple question put it in the subject line and put “EOM” (end of message) so the recipient doesn’t even need to open the email and can respond based just on the subject line.
9) Use “Reply All” sparingly. Only reply to those the response directly pertains to.
10) Avoid sending the “Thank you” email. Although you want to be thorough and courteous, it clutters your email boxes. When a specific task is being sent to you, it is okay to respond that you understand the task and/or deadline.
11) If numerous emails are being exchanged on a topic, perhaps a phone call or in-person meeting would be better suited to handle the topic.
12) If you are writing an emotional email, write your email and save it as a draft until the next day. Reread it again, or have a neutral party read the email before you send it.
13) Keep it short; make it easy for the recipient to quickly read and understand.
14) **Your work email is not private**. Assume everything you write will be read by someone else. All email on the HE Parks server is subject to review and FOIA requests. Only use “heparks” email for park district business. Use a personal email account for personal use.
15) Unsubscribe to any email newsletters you do not read and delete any pictures or large email items immediately after use; these use large amounts of bandwidth.
16) When writing an email, add the “TO” address last, to avoid accidentally sending the email before it’s ready to go.
17) Keep your inbox clean and store emails by filing them in other folders or on the H drive. Keep the stored emails in your in box and sent box to a minimum.

Reviewed 11/1/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Scanning for Computer Viruses

1.407 E-mail and web-browsing best security practices

Viruses and worms attached to electronic mail or web pages are a major security problem. Anti-virus software can stop most viruses and worms, but some malicious software can still get into the network through infected laptops, diskettes, CDs, and people not following best security practices. Here are four suggestions and one mandate:

1. **Do not open or run e-mail attachments**
2. **Do not download software from the Internet**
3. **Do not give out your e-mail address**
4. **Do not forward hoaxes or chain letters**
5. **Do not send via e-mail confidential information, such as credit card numbers, social security numbers, etc.**

A very strict implementation of the first four suggestions is not realistic. The following items provide detailed suggestions on how to act safely. The last item concerning confidential information is a mandate rather than a suggestion and MUST be implemented strictly.

1. **Do not open or run e-mail attachments, especially if…**
   - You are not expecting an e-mail or attachment from the sender
   - You do not know the sender
   - The subject line is a simple phrase, such as “check this out” or “I owe you this”.
     Suggestions:
   - Malicious software usually spoofs the sending address. So even if the e-mail seems to be from a very important person, be very cautious and confirm the e-mail is from the source.
   - Scanning an attached file for viruses is a good idea. Unfortunately very young viruses may not be detected. It often takes a couple of days from the time a virus is released on the Internet to the time the anti-virus software on your PC is updated to detect that virus.
   - If it doubt, telephone the sender to confirm that the e-mail and file is legitimate.

2. **Do not download software from the Internet.**
   - Valid exceptions to the no download policy are updates to approved software. Those updates must be controlled by an authorized IT person.
   - Pay careful attention to the questions or error messages that web sites throw up.
     - Do not agree to change your home page, load software, scan your system, etc.
     - Read the messages carefully.
     - The messages are often intentionally confusing.
     - Try closing the dialog box by clicking on the close “X” button on windows upper right corner, or...
     - Close the dialog box with a right click on the window’s task bar icon and selecting close.

Reviewed: DRB 11/1/17

3. **To prevent SPAM do not provide your e-mail address to anyone outside the company, unless you know who they are and there is a business reason for e-mail communication. Some suggestions:**
   - When registering for a free web site service, supply a free e-mail account name
   - If you must use your business e-mail account to register, then opt out of sharing information with others or receiving e-mail from the site.

4. **Do not forward or respond to hoaxes or chain letters.**
   - Almost all of them are false
   - Forwarding them is a waste of time and company resources

5. **Do not send confidential information inside e-mail, such as credit card numbers, social security numbers, etc.**
   - This item is a mandatory directive. NEVER send credit card or social security information via e-mail.
   - E-mail is clear text. Confidential information can be gathered from disk drives and communication lines at the sending, receiving, and all intermediate sites.

Approved: __6/26/01____ _______Dean R. Bostrom_________

Revision Date: __11/1/17_____ _______Craig Talsma_____________

Reviewed: DRB 11/1/17

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
District System Back-Up & Disaster Mitigation & Recovery Procedure

1.408 Systems Back-up Procedure

IT facilitates the following backup schedule.

1. Daily
   a. VSI - Script via Task Scheduler runs automatically.
      i. 1:00am-RecTrac DB
      Full - Live Database
      Runs while DB is mounted and Live
      2 Day Retention
      Average Runtime 10 Minutes
      ii. 11:00am-RecTrac DB
      Full - Live Database
      Runs while DB is mounted and Live
      2 Day Retention
      Average Runtime 10 Minutes

   b. VEEAM - Entire computer network system to include BS&A, Email, Shoretel Phone, VSI applications, & Shared/Home directories run after hours automatically. 6pm (Start Time) - VM Backup to NAS01
      All Servers:
         HEPD-WIFI01
         HEPD-RDS01
         HEPD-WEB02
         HEPD-CISCO01
         HEPD-ACCT01
         HEPD-EXCH02
         HEPD-DC02
         HEPD-APPS01
         HEPD-APPS02
         HEPD-APPS03
         HEPD-VC01
         SHOREDIR
      Incremental & Full
      45 day retention
      Average Runtime 4 Hours

   c. VEEAM to PSSWC - Offsite Storage Backup
      Currently a NAS (Network Attached Storage) drive resides at PSSWC. The backup to this device are replicated from TC on a daily basis. In the event of a disaster and depending on the degree of damage, we would need to bring up a Veeam server, connect the NAS drive storage, & restore all VMs and data to a new host server.

2. Monthly
   a. IT Manager
      i. 12:00AM on 1st Day of New Month to DC02

Database Servers:
VSI (RecTrac, MainTrac, FinTrac)
MSI (All Modules)
Shoretel Voicemail System
Event Master
12 separate folders labeled by month with year

ii. Copy of Month End to USB external drive. USB 2 drive rotation stored in fireproof safe inside storage cage at the North end of Triphahn.

In the event of a disaster daily backups can be restored to a new server. There is currently a plan for a more robust disaster recovery/business continuity and is budgeted for 2018.

3. Proposed Disaster Recovery
   a. Comcast Fiber upgrade
      i. We are in the process of upgrading the District network infrastructure to include a foundation for a disaster recovery & redundancy plan, to provide faster internet speed for our GIS application at Parks, and to upgrade current coax lines to more reliable & scalable fiber based lines.
   b. Replication to PARKS
      i. Once the Fiber upgrade is complete, a server with enough storage space to accommodate all current VMs (Virtual Machines) will reside at PARKS. The VMs will be consistently replicated to keep it up to date. In the event of a disaster and depending on the degree of damage, we will divert all traffic to PARKS to bring back all servers and applications along with internet & data access online.
      ii. A SAN (Storage Attached Network) with enough storage space to accommodate all current Data files will also reside at PARKS.

Approval Date: 4/1/13_ Dean R. Bostrom

Revised Date: 11/1/17 Craig Talsma

Hoffman Estates Park District
Systems Down Communication Procedure

1.410 Systems Down Communication Procedure

A. If a power outage occurs please follow the ComEd Blackhawk Community Ctr Mgmt - Emergency Procedure document located under S:\Information Technology.

B. In the event that a portion of or all systems fail, the facility MOD should contact IT support, if during standard business hours. See below (B) in the event of an after business hour service interruption.
   1. The MOD should gather as much information as possible, determining what services are affected.
   2. The MOD should verify if the interruption is facility wide or specific to certain users.
   3. If the interruption is determined to be user specific, this information should be communicated via the IT Support Ticketing system.
   4. Upon contacting IT, the MOD should provide call back contact information.

C. In the event that the service interruption is after business hours.
   1. The MOD should follow steps 1-2 above and then contact the MOD at TCIA.
   2. The MOD at TCIA will then contact other facilities to determine if this outage is facility specific or network wide.
   3. The MOD at TCIA will contact IT Support via email or mobile # and report service interruption information.

Approval Date: _____4/4/13_______ _________Dean Bostrom______________

Revision Date: ___________________ ___________________________________

Hoffman Estates Park District
Procedure for Access Control Monitoring Operations

1.411 Access Control Monitoring Operations

Access Control is the VSI program that operates the keyless door access and dictates who is allowed entry. Access Control is used at select facilities and parks throughout the District. To ensure connectivity, the monitoring system must be live and the following maintenance steps must be followed.

A. First thing each morning, service desks that have an Access Control monitoring program linked to one of the workstations need to open VSI RecTrac, using the ID and password supplied by your supervisor, and select Access Control within RecTrac. Access Control should be kept open 24x7. See your supervisor for applicable user ID and password.

    1. In the event of shortened hours of operation; i.e. summer hours, holiday hours, closure due to snow, the service desk computer operating access control, should be left on overnight with the access control program running. This monitoring program must be kept running to allow the gate mechanism to function.

B. In the event of any disruption to the connectivity loop of any of the components, the Access Control monitoring program will need to be restarted. Situations that would require such restart include:

    1. Any maintenance being performed on the latching mechanism where the access control swiping reader is located. In this instance, the maintenance personnel performing the maintenance will contact the applicable service desk to have service desk personnel restart the access control monitoring system.
    2. Interruption in electrical service:
        a. If maintenance is being performed on the electrical service where the access control swiping reader is located; maintenance personnel will need to contact the applicable service desk to have service desk personnel restart the access control monitoring system.
        b. During inclement weather; once the weather system has cleared the area, service desk personnel that have access control monitoring at their service desk, should restart the access control monitoring system.
        c. In the event of brown outs in the area near the facility or park that have the access control entry device; the service desk which maintains the access control monitoring system should be contacted to restart the access control monitoring system.

Reviewed: DRB 2/20/2018

3. Maintenance being performed on the IT hardware/software components where the access control swiping reader is located. In this instance, the IT personnel performing the maintenance will contact the applicable service desk to have service desk personnel restart the access control monitoring system.

Approval Date: __8/13/12_____ _Craig Talsma/Dean Bostrom________

Reviewed: DRB 2/20/2018

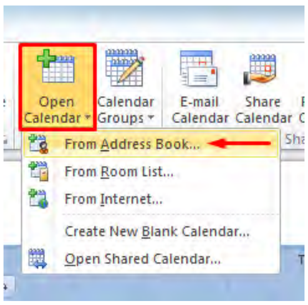
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Opening Someone Else's Calendar

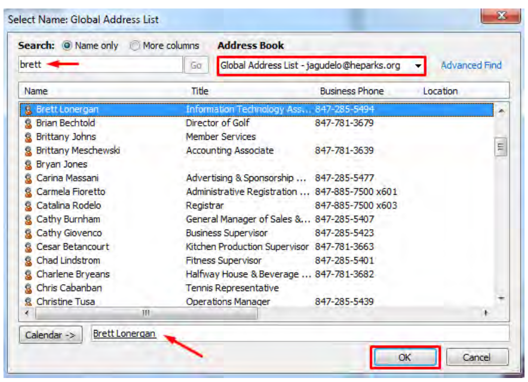
1.412 Opening Someone Else's Calendar:

How to open someone else's calendar

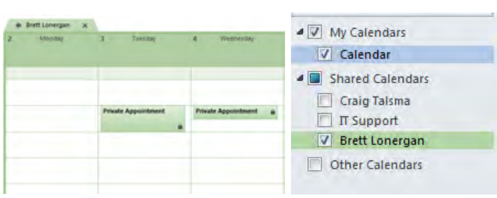
Within your Outlook Client go into Calendar and click on **Open Calendar**. Choose **From Address Book…**



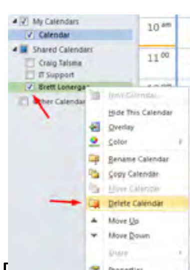
Select the user's name from our Global Address List then click **OK.**



You should see the user's calendar populate and his/her name will appear and stay in your list of Shared Calendars.

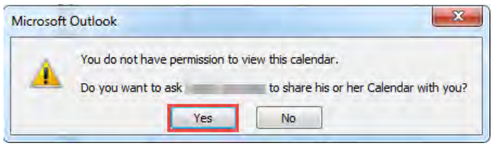


You can uncheck the user's calendar to remove it from your view. Additionally, you may delete the user's calendar from your list of Shared Calendars at any time by **right-clicking** the user and choosing **Delete Calendar**.



Reviewed DRB 1/16/17
Reviewed by Admin Staff and CT 9.2022

By default, everyone has read-only access. If you require more details or information about a calendar entry within the user's calendar, you may **double-click** on the entry and ask for permission. The message below will come up. Click **Yes** to ask permission from the user to view his/her calendar.



Approved: ________1/6/17___________ __C. Talsma/Deputy Director/Director of Admin & Finance_

Revised: _________________________ ____

[Type text]
Reviewed DRB 1/16/17
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Chain of Command

2.001 Administration & Finance Chain of Command

The Division Director is responsible for the operation of the Administration & Finance Department. In the absence of the Division Director, it is necessary to identify the chain of command within the Administration & Finance Department.

First - Superintendent of Business
Second- Superintendent of HR/Risk Management

In all instances, where the Division Director of Administration & Finance is not available, chain of command leadership will attempt to consult with the Executive Director, or other Division Directors prior to finalizing any non-procedural decisions. All non-procedural decisions made during chain of command leadership must be communicated directly to the Division Director of Administration & Finance.

Approval Date:	_____1/8/02__________	______Craig Talsma__________
Revision Date:	_____4/4/13__________	______Craig Talsma____________
Revision Date:	______12/15/2017_____	______Craig Talsma____________

Review: CT 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Wire Transfer

2.002 Wire Transfer

A. Wire transfers are to be initiated and performed by authorized business staff only.

B. Wire transfers are only to be made from one district account to another district account.

   a. Appropriate letter or form is to be issued to the banking institution with the Director of Finance's approval unless pre-authorized list of allowable funds transfers is on file with the banking institution.

Approval Date; ______3/31/99______ ______Craig Talsma_____________

Revised Date: ______4/4/13_______ _______Craig Talsma____________

Review: CT 12/2017
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Transfers, Credits, Refunds
Finance and Administration Department

2.003 Transfers, Credits, Refunds

A. Registrars will double check transfers and complete credits/refunds.

1. All credits/refunds will be processed by applying balance to the household to be refunded by the Finance Department at the end of the refund cycle.
2. **A $5 processing fee will be charged for all refunds that do not fall under Satisfaction Guarantee or Medical (with a doctor's note).**
3. **Satisfaction Guarantee will be 100% refundable**
4. **Medical will be prorated as needed**
5. **No refunds will be given after a class begins that do not meet the Satisfaction Guarantee or Medical**
6. Memberships
   A. Refunds are not issued on membership payments. Members are billed on a monthly billing period and must complete cancellation requests 30 days prior to the next billing. When this is received it will be forwarded to the billing associate for processing.
   B. Any participant interested in transferring a facility membership should complete the necessary transfer paperwork and this will be forwarded to the billing associate for processing.

B. RecTrac

1. Through RecTrac, select
   - Activities
   - Activity Cancellations/Changes (Individual)
2. Through Cancellation screen, select
   - name (select)
   - highlight class to be cancelled/voided
   - cancel
   - type reason for cancellation
   - choose appropriate surcharge amount ($5.00 processing fee)
   - original G/L and Cost Center
   - OK
   - Payment/Refund
   - After reaching the payment screen, select apply household balance
   - reference code 99 default
   - Print receipt
   - Attach receipt to original refund form
   - Complete fee paid/pro-rated costs/refund or credit amount
   - Initial and date on the "Approved by/Date" line

3. At end of shift, run cash receipts and attach all refund forms. At the end of the refund cycle (weekly at 12:00 Wednesday), a final cash receipts will be run and all the week's refunds will be attached for final total.

4. Registrars will forward the first page of the refund form to the business department if a refund has been requested.
   a. First page of **transfer requests** will be filed with original registration
   b. First page of **applied credits** will be filed alphabetically in the Applied Credit Binder for the year.
   c. Registrars will forward the second page of the form to the appropriate Program Manager to be used for quality control, waitlist openings, etc.
   d. Registrars are responsible to call individual regarding waiting lists when a transfer, refund or credit creates an opening in a filled class.

C. By 12 noon on Wednesday of the refund cycle, all requests for refunds with the attached Refund Voucher and Cash Receipts Journal for the refund period will be forwarded to the business department for further processing.

D. The cash control associate will finalize the refund process by initiating all credit card refunds and uploading the check refunds to the BSA system for the disbursement associate to complete processing by issuance of check.

E. The Cash Control Clerk will process all refunds.
   1. All original "Transfer/Credit/Refund" forms requiring refund will be filed accordingly in the Refund Binder.
   2. A copy of the receipts journal for refunds will be labeled and filed accordingly in the Refund Binder
   3. A refund check register will be labeled and filed accordingly in the Refund Binder.

F. Refund checks will be mailed.

Original Approval Date:	March 31, 1999	______________________________
First Revision Date:	**June 14, 2000**	______________________________
Revision Date:	**February 12, 2002**	______________________________
Revision Date:	**August 11, 2003**	______________________________
Revision Date:	**3/19/13**	**Craig Talsma**
Revision Date:	**12/1/17**	**Craig Talsma**

Hoffman Estates Park District
Procedure for Cash Control Clerk to process VSI activity

2.004 Cash Control Clerk to process VSI activity

A. Rectify any errors for each clerks' cash drawer for the day.
B. Run/obtain report from Merchant Connect for the day.
C. Run a Cash Journal Listing in RecTrac report for all cash drawers (0-500) reconciling the reported activity to the deposit for the day.
D. Run a G/L Distribution Journal in RecTrac report for all drawers.
E. Reconcile, if necessary, any differences between totals reported on the Cash Journal and the G/L Distribution report.
F. Run the G/L Interface Processing program (Period End-System-G/L Cash Processing) in RecTrac using default settings.
G. In BS&A Applications General Ledger, import the file (File-Import-Import Journals From RecTrac File (BS&A Format)
H. Choose the date from the calendar; browse the file in your H drive under RecTrac/BS&A upload.
I. Verify that the entire day's activity was successfully transferred via the interface. Print the Preliminary Journal Import and Save.
J. In the General Ledger-Tables: Manual Journal, locate the date.
K. Edit the Journal first by changing the name in the description line to REC followed by the six digit date. For example, June 5, 2017 would be REC060517. The Approval Dept. is RecTrac Imp. Add any notes from the day's work i.e. coupons, fee waiver etc.
L. Save and Print the Journal Entry.
M. Go back to the day in G/L Tables: Manual Journal, approve and post the day.

Approval Date: 4/4/13 Craig Talsma

Revision Date: 6/21/17 Craig Talsma

Hoffman Estates Park District
Procedure for Daily Sales Posting

2.004 <u>Daily Sales Posting</u>

A. Rectify any errors for each staffs' daily cash drawer shift for the day.
B. Run/obtain report from Card Pointe, Range Servant, including any other gateways.
C. Run a Cash Journal Listing in RecTrac report for all cash drawers (TC/WRC/SEA 0-2999, The Club 3000-3999, BPC 4000-9997), reconciling the reported activity to the deposit for the day.
D. Run a G/L Distribution Journal in RecTrac report for all drawers.
E. Reconcile, if necessary, any differences between totals reported on the Cash Journal and the G/L Distribution report.
F. Run the G/L Interface Processing program (Processing, G/L Interface) in RecTrac changing the dates and drawer numbers to the current date and facility. Once the download is complete, copy and paste it to the RecTrac/BS&A upload file in your H drive.
G. In BS&A Applications General Ledger, import the file (File-Import-Import Journals From RecTrac File (BS&A Format)
H. Choose the date from the calendar; browse the file in your H drive under RecTrac/BS&A upload.
I. Verify that the entire day's activity was successfully transferred via the interface. Print the Preliminary Journal Import and Save.
J. In the General Ledger-Tables: Manual Journal, locate the date.
K. Edit the Journal first by changing the name in the description line to REC followed by the six digit date. For example, June 5, 2017 would be REC060517. The Approval Dept. is RecTrac Imp. Add any notes from the day's work i.e. coupons, fee waiver etc. Scan and attach cash journal, GL distribution, credit card reports and any other pertinent paperwork.
L. Save and Print the Journal Entry.
M. Go back to the day in G/L Tables: Manual Journal, approve and post the day.

Approval Date: <u>4/4/13 Craig Talsma</u>

Revision Date: <u>6/21/17 Craig Talsma</u>

Revision Date: <u>7/16/19 Craig Talsma</u>

Reviewed CET 07/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Lost/Returned Payroll Disbursement

2.05 Procedure for Lost/Returned Payroll Disbursement

A. Superintendent of business will be notified by the bank thru secure online banking that a payroll direct deposit could not be processed.
B. Superintendent of business will forward information to superintendent of HR who will contact employee or employees supervisor to verify correct financial institution and account.
C. Superintendent of HR will document information in BSA-Payroll/HR system and on bank notification, which will be forwarded back to superintendent of business.
D. The superintendent of business will make a one-time ACH transfer from the payroll account to the employees account.

Approval Date:	____9/1/99______	____Talsma/Bostrom__________________
Revision Date:	___4/4/13________	________Talsma/Bostrom_____________
Revision Date:	___12/15/2017____	________Talsma/Bostrom_____________

Hoffman Estates Park District
Procedure for Collection of
Revenue from Recreation Programs

2.006 <u>Collection of Revenue from Recreation Programs:</u>

A. On the 1st of each month, the business department cash control associate will run the RecTrac Statements program.
   a. Management/System/Period End Processes/Statements
   b. Select the Item Date option for Statement Option.
   c. Toggle the Use HH Last Name range and leave it wide open from blank to ZZZZZZZZZZZZZZZ. If you wish to only invoice one household, leave this untoggled and select the household in the Individual Household Selection hidden tab.
   d. Select the Modules for which you wish to run statements.
   e. The beginning item date will be 7/1/1985 and the end date is the last day of the previous month.
   f. Statement minimum should be $0.01.
   g. Check Only print items with Balance Due.
   h. Click the Module Ranges hidden tab to open up the choices available. Depending on the modules you selected above, check the boxes so that the modules selected are designated for search in this area.
      i. All areas are typically run from the first available choice to the last, unless this process is being run for a particular class/ticket/other reason.
      ii. Passes are not run for billable programs. Only seascape passes are entered if Pass is toggled to run.
   i. Select the Statement date and the Due date as the first of the current month.
   j. Type the Statement Title as: HE Parks Balance Statement.
   k. Select the print option to either be statement.
   l. Select the Comment Code to read PDUE.
   m. Fee Detail should be Single Fee Line per Item.
   n. Check the boxes for:
      i. Print as Mailer
      ii. Print Payment Details by Item
   o. Select process.

B. Once the process has completed:
   a. Management-System-Period End Processes-Bulk Print
   b. Select the print type as statements
   c. Set your bulk print limit appropriately.
   d. Select statement type to statement.
   e. Select All Statements with a processing bill date of the first of the month.
   f. Select your printer.
   g. Print.

C. Once the statements printed, the cash control associate investigates each HH balance to determine if the invoice should be sent to the participant. Examples of when an invoice would not be sent would be:
   a. Any state assisted families involved in childcare programs
   b. Any receipts where a discount/coupon wasn't applied or was applied incorrectly.
   c. Facility reservations that have not yet occurred are not sent.

D. Once the need for a statement to be sent out has been determined, emailed copies of the statements are scanned to the program/facility manager, copying the program/facility manager's superintendent, the superintendent of business, and the director of administration & finance. If the program/facility manager is located at a separate facility, the business department staff at that facility is also copied. (Statements which print with start dates that have not yet occurred are not included in this email scanning process.)

E. After emails have been drafted and sent out, the hard copies of the statements are mailed to the customers.

F. If statements for a specific household's balance are sent out for more than three months, the cash control associate will email a separate scanned copy to the superintendent of business notifying them of this.
   a. If the statement has been outstanding for a period of 6 months or more, the cash control associate brings this to the attention of the superintendent of business and the participant is inactivated in the HH.
   b. The cash control associate will leave the household active while making all members inactive to allow staff to process a payment should the member resolve the balance. A comment & tickler will be placed in the household with details of the reason for the inactivation and the amount of the balance.

G. Staff requesting balances to be written off, should do so in accordance with procedure 1.241.

H. All registration personnel are trained to recognize inactive households and must see the business department prior to re-activation of the household.

I. The business department will re-activate and remove the comment after payment has been received or adequate arrangements have been made.

Approval Date: ____12/30/99____ ____Craig Talsma_____________________

Revision Date: ______4/4/13_____ ____Craig Talsma_____________________

Revision Date: _____12/01/17_____ ____Craig Talsma_____________________

Hoffman Estates Park District
Personnel/Finance Division
Training Notice Procedure

2.007 Issuing a Written Training Notice

A. Written Training Notice's may be issued by the Business Staff or a member of the Administrative Staff when additional training is required with published Procedures of the District, i.e.
   1. Procedure 1.205 Purchasing Items
      a. Not securing a valid purchase order.
      b. Not turning in the PO in a timely manner.
   2. Procedure 1.209 Time Sheets
      a. Time not entered by Monday @ 12:00 p.m.
   3. Procedure 1.213 Electronic Requisition
      a. Not completing timely
   4. Procedure 1.307 Employee Activation
      a. Allowing a new employee to begin working prior to receiving a confirmation of the Personnel/Payroll Status form back from HR.

B. The Business Staff employee responsible for completing the task where the Procedure violation occurred will complete a Training Notice.
   1. The notice needs to be completed in its entirety and consistent with Procedure #1.318.
   2. Supporting documentation when available needs to be attached.
   3. The notice and its documentation should be forwarded electronically to the Superintendent of Business. The accompanying email should note whether this employee has received any verbal warnings or previous training notices, including the quantity and dates.
   4. The notice needs to be reviewed by the Superintendent of Business and forwarded to the Director of Finance.

C. The Director of Finance will be responsible for sending the notice to the employee's Manager/Supervisor.

Approval Date: ____1/1/02____ _____C. Talsma_________________

Revision Date: _____4/4/13___ ______Craig Talsma_____________

Revision Date: ____12/15/2017_ ______Craig Talsma_____________

Hoffman Estates Park District
A/P Processing Procedure

2.008 <u>A/P Processing Procedure</u>

A. Receipt of Purchase Order
   1. Verify that the purchase order (PO) is consistent with Procedure 1.205.
      a. If the PO is missing information or is not consistent with Procedure 1.205, notify sender by means of a Training Notice consistent with Procedure 2.007.
      b. If the PO is acceptable, file alphabetically in the open file.

B. Receipt of packing slip/bill of lading/etc.
   1. Locate the open PO, attach the documents.
      a. If an open PO does not exist, determine who is the likely purchaser and contact them immediately. As this is not consistent with Purchasing Procedure 1.205 or the Electronic Requisition Procedure 1.213, a Training Notice would be issued, consistent with Procedure 2.007.
      b. If after 3 business days (stepped up if delaying month end) a proper PO is not received, inform the Superintendent of Business.

C. Receipt of Invoice
   1. Match invoice to documents in the open file.
      a. If an open PO does not exist, follow steps identified above in section B2.
      b. If the invoice is for goods and we do not have a corresponding packing slip/bill of lading/etc… contact the purchaser. It is possible that the goods have not yet arrived. If the goods have arrived and the purchaser is not complying with Purchasing Procedure, 1.205, follow steps identified above in section B2.
   2. Verify that all the quantities and/or amounts match.
      a. If everything does match, attach the invoice to the top of the documents that were in the open file and place in the "to be batched" file.
      b. If everything does not match, contact the purchaser to work through the discrepancies. Working through the discrepancies may require contact with the vendor.
      c. Working through the discrepancies should not take more than 5 business days. If a credit is expected from the vendor, contact the vendor and advise them that their invoice will not be processed for payment until the credit is received. If vendor suggests that you should simply change

the invoice total, explain that we are unable to and we require a credit memo to be issued.

3. The invoice received matches an open ongoing PO.
    a. Verify that the ongoing PO is in fact still open and the invoice is for the appropriate amount in the appropriate time frame.
    b. The date, amount, and invoice number of each installment invoice will be recorded on the open ongoing PO.
    c. The original ongoing PO will be kept in the open file consistent with the steps identified above in section A1c.
    d. A copy of the ongoing PO will be attached to the invoice.
    e. **When entering a description in BSA.AP for an installment invoice, be sure to note which payment the invoice represents i.e., 2 of 6.**

D. Exceptions
1. Do not pay from a statement.
    a. Request vendor to fax a copy of missing invoice.
    b. Determine if invoice has been processed.
    c. Determine probable purchaser and attempt to track down original invoice and other documentation.
    d. If research indicates payment never made and original invoice missing, write complete notes on copy with date and initials. Include any original documentation that you may have found, i.e. packing slip, purchase order, etc.
    e. Process copy for payment.
2. Copy of an invoice.
    a. Determine if invoice has been processed.
    b. Determine probable purchaser and attempt to track down original invoice and other documentation.
    c. If research indicates payment never made and original invoice missing, write complete notes on copy with date and initials. Include any original documentation that you may have found, i.e. packing slip, purchase order, etc.
    d. Process copy for payment.
3. Prior Period Invoices
    a. Prior period invoices can be posted to the previous month.
    b. Prior period invoices greater than 1-month must be approved in advance of batching by either the Superintendent of Business or the Director of Finance.

E. Invoice Batching
1. All invoices that are ready to batch need to have the vendor account number written in the upper right hand corner of the invoice.
2. Run a calculator tape of all invoice totals.

3. This now constitutes a batch and is ready for data entry into BSA.AP. Follow appropriate steps for data entry as outlined in Disbursement Desk Guide – BSA AP or online using BSA.AP manual.

F. BSA.AP
1. Once a batch has been entered in BSA.AP, a G/L Distribution Report is generated.
2. Prior to posting, this G/L Distribution Report must be submitted to the Superintendent of Business along with the supporting A/P documentation for approval.
3. The Superintendent of Business will return approved report with corrections if any.
4. Upon receiving approved G/L Distribution Report, A/P will post the batch.

G. Statements
1. Statements are to be reviewed monthly after the board packet has been run.
2. Each invoice accounted for should be highlighted on vendor statement.
3. If all invoices are accounted for, the statement should be attached to the group of invoices awaiting board approval.
4. Any invoices not accounted for should be requested from vendors.
   a. Follow process D, Exceptions.

Approval Date: _____12/11/00___ _______Craig Talsma/Bostrom_______

Revision Date: ______4/4/13_____ _______CT/DRB____________________

Revision Date:______6/21/17____ Craig Talsma, Deputy Director/Dir Admin & Fin

Hoffman Estates Park District
Procedure for POS Refunds

2.009 POS Refunds

A. Refunds may only be issued in the POS module at the Bridges of Poplar Creek Country Club with the Manager on Duty's, or MOD's, approval. Refund requests for all other RecTrac modules or facilities will be processed in accordance with procedure 1.206, Procedure for Transfers, Credits, and Refunds.

B. The customer must present the original POS sales receipt in order for a refund to be considered. **No refund will be issued without the original sales receipt.**

C. If the MOD authorizes the refund, the clerk will process a negative sale in RecTrac referencing the original receipt number and the reason for the refund, ie wrong size, slow play, wrong item, etc in the payment reference area.

D. The clerk will then attach the original receipt to the refund receipt and have the customer sign the refund receipt and print their address and phone number on the refund receipt.

E. If there is no Manager on Duty when the refund is requested, the clerk will have the customer complete a refund request form, attach the original receipt, and inform the customer that he/she is unable to issue a refund without a MOD. The refund will then be processed in accordance with procedure 2.003 Procedure for Transfers, Credits, Refunds Finance and Administration division.

F. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___8/26/10_________ __C.Talsma / D. Bostrom____________

Revision Date: ____4/4/13________ ________D. Bostrom_________________

Revision Date:_____12/01/2017___ ___Dean R. Bostrom_____

DRB 12/01/17
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Open Purchase Orders

2.010 Open Purchase Order Procedures

A. Open purchase orders should be reviewed monthly, every 30 days, to ensure the financial integrity of the District.

1. BSA PO Module
   a. Select reports select purchase order reports select report name 1 HOFFMAN ESTATES PO under report option select filters you want to run report(by date or entered by or both)
   b. Identify which PO's are outstanding due to being an annual PO and ensure that monthly invoices have been received and processed monthly accordingly.
   c. Identify which PO's are outstanding due to an invoice not being received.

2. Any PO identified as being outstanding due to not receiving an invoice.
   a. Follow up with PO requestor as to the status of the invoice and ensure processing.
   b. Any PO that remains outstanding past 60 days must be brought to the attention of the Superintendent of Business or Director of Finance.

Date Approved: ______11/08/11____ ____Craig Talsma____________

Revision Date: __________________ __________________________

Review: CET 7/16/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for District Reporting Back-Up

2.011 District Reporting Back-Up

The District runs various reports that are time sensitive; those reports are saved to the S:/Month End Reports, in a secured folder that allows users to review reports, but not to delete or alter them.

A. Designated business department personnel are responsible to run or queue applicable month end/season end reports and save as specified above. Reporting requirements change as enhancements allow for new reporting, but at minimum the following are required:
   1. Month End Reports
      a. Trial Balance reports for all RecTrac Modules
      b. Unearned Income Reports
      c. Accrual Reports
      d. Discount Activity Reports
      e. Gift Certificate Reports
      f. Program Participation
   2. Season End Reports
      a. Activity Bottom Line Reports
      b. Fees Reports
      c. Activity Listing Report
      d. Activity Facility Reservation Report
      e. Trial Balance Report
      f. Participation Reports

B. Applicable District staff is responsible for maintaining an electronic copy of all contracts/agreements:
   1. Independent Contractor Agreements
   2. Sponsorships
   3. Leases

C. Administrative staff is responsible for maintaining an electronic copy of all resolutions and ordinances.

D. Efforts will be made at all times to protect sensitive and/or timely information by saving electronically.

E. Failure to adhere to this procedure could result in disciplinary action up to and including termination.

Approval Date: 4/13/13 C. Talsma

Revised Date: ____________ ____________

Revised Date: ____________ ____________

Review: CET 7/16/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Business Department
Internal Control – Financial Statements

2.012 Internal Control – Financial Statements

Procedure for internal control - District financial statement issuance. All processes completed within District approved BSA software and attachments uploaded whenever possible.

1. RecTrac Uploads
    a. Business supervisors responsible for uploading all day's activity within three (3) business days whenever possible.
2. Cash Receipts
    a. Business supervisor will enter all miscellaneous cash receipts within three (3) business days whenever possible for approval and posting by the superintendent of business.
3. Disbursements
    a. The disbursement associate will process accounts payable for journal approval by the superintendent of business. All journals will be posted timely for warrant list and financial statement issuance per District calendar.
4. Recurring Journals
    a. Designated business department personnel are responsible for entering monthly recurring journals to record inventory, credit card fees, interfunds, etc.
5. Manual Journals
    a. Business department personnel, as required, will enter manual journals entries. These will be approved by either the superintendent of business or the director of finance.
6. Financial Statements
    a. The superintendent of business, upon completion of the above, will review and issue financial statements to the director of finance one (1) week prior to packet issuance.
7. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _____12/1/17_______ _________Craig Talsma______________

Reviewed CET 7/16/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Customer Web Registration Procedure

2.016 Customer Web Registration

Appropriate registration personnel review web registrations through the RecTrac system each weekday morning for the previous day's business. After reviewing the information and correcting any discrepancies, a registration report is printed for the web registration folder. Households and registration can be set up by the patron on the web site by the following the steps below.

A. Registering for a class:
1. Go onto www.heparks.org and then click on "Registration", located top left corner.
2. Enter User name and password
3. Click "Log In" and the right top corner will say the patron's last name and HH number if the passwords are accepted.
4. Select "Search". There are multiple items available for web registration:
    - Activity Enrollment: enter the "Activity Code" and "Section"
        - Select "Add to Cart"
        - Select the family member to enroll and select "Continue"
    - Find A Program: Brings up a screen which shows all activities available for registration.
    - Membership Registration: enter the Pass Code to register
        - Then you will select "Add to Cart"
        - You can then select the family member to enroll and select "Continue"
    - Find A Membership: Brings up a screen which shows all passes available for web registration
    - Ticket Search: Brings you to a screen where you can scroll through all tickets available for purchase.
5. Once you have selected your item you wish to enroll, highlight the "+" next to the item being registered for in the "add to cart" column.
6. After all items to enroll have been selected, look at the bottom left corner of the screen (a patron may have to scroll) and click "add to cart".
7. Next select the family member that is registering for the item(s) selected and click continue.
8. Patrons must check that they agree to the liability waiver and click continue to be transferred to the payment screen.
9. Select the credit card to be used on the payment screen and once accepted, a receipt will be e-mailed to the patron.

Approval Date	______5/10/01______	______Craig Talsma____________________
Revision Date	_____12/01/17______	_______C.Talsma______________________
Revision Date	______8/01/19______	________C.Talsma_____________________

Hoffman Estates Park District
Corporate Designation Procedure

2.017 Corporate Designation Procedure

For facilities offering "corporate" designation and/or reduced rates due to a "corporate" designation, "corporate" will meet the following requirements.

A. Corporate Requirements
   1. An entity to which we have solicited and made a contact so that we might promote ourselves. This promotion can be in the way of informational flyers, employee introduction meeting, etc…
   2. A grouping of greater than 5 members.

B. Corporate Rates
   1. An individual meeting the above requirements will receive the classification of corporate and offered the current corporate rate.
   2. If the individual is also a resident, the member will still receive the corporate classification and rate, but will also receive a discount that will reduce the corporate rate to the current resident rate.
   3. An individual who works for a corporation, but whose corporation is not yet affiliated with our facility may join as either the resident or non-resident classification and rate, depending. If said individual is willing to work with the facility in an effort to promote the facility at their employment or provide the facility with the appropriate contact, it is at the discretion of the appropriate staff to offer a discount. This would only apply to non-resident individuals, as rates offered to residents are the lowest available. In this case, the individual would receive the classification and rate of non-resident, with a discount to lower their rate to the current corporate rate available.

C. All corporate affiliations must be noted in household comment as well as reason for any discounts offered.

Approval Date: _____10/15/01___ ______Craig Talsma___________

Revision Date: ________________ ______________________________

Revision Date: ________________ ______________________________

Review: CT 12/2017
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Trial Balance Invoices

2.021 Trial Balance Invoice Procedures

A. Trial Balance invoices are to be initiated by authorized business/registration staff only.

B. To create invoices for Activities:

1. In Rectrac choose
    - Reports
    - Activities
    - Financial Reports
    - Activity Trial Balance

2. Enter activity number
    - Programs to check include Adult Leagues (Program Numbers:177000 to 177999 and 277000 to 277999), Youth Sports (169301 to 169999 and 269301 to 269999), Preschool (156200 to 156299 and 256200 to 256299), each season (Winter, Spring, Summer, Fall for odd and even years as we near the end of the season), Camp (135000-136999 and 235000-236999), etc. Please check all program numbers and dates for appropriate and altered numbering.

C. To create invoices for Memberships and Passes

1. In Rectrac choose
    - Reports
    - Pass
    - Financial Reports
    - Pass Trial Balance

2. Enter each pass type
    - Community Center (B-BZZ), Willow Rec Center (W-WZZ), Prairie Stone (P-PZZ), Seascape (S-SZZ)

3. Transaction histories will need to be checked if a statement is printed with a balance due on a pass because the payments are often placed in the wrong module. (Camp money is often put into preschool balances, Membership money goes to rentals or activities.)
    - Reverse out the amount incorrectly applied by Journal #7 and with explanation.
    - Apply to the correct module as a Journal #7.

- Balances can also be corrected by using the auto balance toggle providing the amount to be moved is the same as the amount owed in a different module.

D. Timing

1. Camps are invoiced three times with follow-up phone calls
2. Preschool is invoiced four times with follow-up phone calls
3. Special payment arrangements are often times made through the program managers for camps, preschool and other large cost programs. Stay aware of this information so that you are not billing participants that have special financial arrangements.

Date Approved: _____10/10/11_______ __________CT/Bostrom_________

Date Approved: __________________ __________________________

Revision Date: __________________ __________________________

Hoffman Estates Park District
Household Creation Accuracy Procedure

2.024 <u>Household Creation Accuracy</u>

A. Registration checks newly registered households daily on weekdays to ensure all facilities are creating households accurately.
B. Registration prints out a household creation report through the following steps:
    a. Select Report Output Listing: Module/Group: System Misc: VSI-Household Creation Report.
    b. Run Report
    c. In the "Detail Criteria" tab, check the box for "Use Creation Date Range" and enter your date range for which you are running your report.
    d. The select "Process" to preview the report and print out a copy of HH's. Making sure that grammar matches Standard English settings. Look for typos, writing in all caps or no capitalization at all, incorrect resident status, school grade is always 0, (K-9) added to dog family members, and delete any duplicate family members.
C. In Household Management, correct any mistakes by selecting the desired HH/Family member and clicking Member Details. Selecting Member Details and Delete Family member to remove a duplicate member from a household.
D. After corrections be sure to click on save when you have completed correcting the household information.
E. Facility Managers are contacted by e-mail and advised of who is creating households incorrectly.
F. Facility Managers train the staff on the correct way to create a new household.
G. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _____7/22/08__________ ______CT/DRB_____________

Revision Date: ____12/01/17__________ ____D. Bostrom/C.Talsma______

Revision Date: ____8/01/19___________ _________C.Talsma___________

Review: CET 8/01/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Supplemental/Emergency Appropriation Procedure

2.025 <u>Supplemental/Emergency Appropriation Procedure</u>

Once the appropriation ordinance is adopted and certified, state law prohibits spending beyond the appropriations set forth in the ordinance at any time within the same fiscal year.

A. The Executive Director may after the first six months of the fiscal year seek approval from the board to transfer from any line item its anticipated unexpended funds to any other item of appropriation. A 2/3 vote is required to make such a transfer.

B. Separately, the board may occasionally make transfers between various items in any fund not exceeding in the aggregate 10 percent of the total amount appropriated in such a fund. This does not require a formal vote.

C. In the event of a surplus in one fund and a shortfall in another, a transfer of interest earned to the fund in need can be done at the request of the treasurer by a simple majority. The retirement fund is not eligible to participate in this option.

D. Under-appropriated funds can be supplemented by the District borrowing from itself by allowing shortfalls in one fund to be offset by surpluses from another.

Approval Date: 6/8/10 Dean R. Bostrom

Review Date: 9/20/10 DRB

Review: DRB 12/2017
Reviewed by Admin Staff and CT 9.2022

2.026 Wireless VeriFone Settlement Procedure

1. To settle the wireless Verifone terminal use the following procedure:
   A. Press the Settle button on the terminal.
   B. Enter the password, 0000, and press enter.
   C. Follow the steps on the terminal.

Approval Date: ___7/15/11_____ ______Ct/DRB_______________

Revision Date: _______________ ___________________________

Hoffman Estates Park District
Business Department
Internal Control – Audits

2.027 Internal Control – Audits

Procedure for internal control - District interim audits.

1. Cash Audits
   a. Designated business department staff audits each active cash drawer, one time per month, randomly. A cash journal is prepared and the drawer is verified for accuracy.
2. Program Audits
   a. Designated business department staff audits 5-10 seasonal programs per month, randomly. Items audited included time and date of class as well as participants attending.
3. Guide Audit
   a. The accounting manager and registrars audits the Guide information as well as program bill code set-up prior to publication to ensure that all revenue is recorded accurately.
4. Deferred Audits
   a. The business department audits the deferred revenue quarterly to ensure that all programs are accruing as intended based on bill code.
5. Ledger Audits
   a. The superintendent of business audits the general ledger quarterly to ensure financial integrity of the District.
6. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ____3/1/08________ _______Craig Talsma_________________

Revision Date: _____8/1/12_______ _________Craig Talsma_______________

Hoffman Estates Park District
Business Department
Internal Control – Disbursements

2.028 Internal Control – Disbursements

Procedure for internal control of District's disbursements.

1. Accounts Payable
   a. As new vendors are established their preferred form of payment is noted in their vendor setup.
      i. Any vendor requesting a change in payment processing, whether verbal or written, requires a two-step authentication.
         1. If notification is given verbally, request that the notification be issued in writing.
         2. Upon receiving written notification of change, either the accounting manager or superintendent of business must contact the vendor to confirm change in payment processing.
         3. Upon second confirmation of change, the change can be initiated.
   b. All requests for disbursement require an electronic requisition in accordance with procedure 1.213.
   c. All invoices are matched up to requisition/purchase orders, receiving documents and entered for payment by the disbursement associate.
   d. The board approves the warrant list.
   e. Upon receiving board approval, the disbursement associate prints disbursement checks.
   f. Designated business department staff matches all disbursement checks to invoice support and prepares disbursements for mailing.
   g. At the conclusion of each month, the accounting manager records cancelled checks within the software system and produces a cancelled and an outstanding disbursement report.
   h. Upon completion of the cancelled disbursement process, those reports are given to the superintendent of business for review and final bank reconciliation documentation.
2. Payroll
   a. All hours worked are recorded through FinTrac electronic time maintenance system.
   b. The human resource manager enters employee pay information into the BSA HR/Payroll modules.
   c. A business department staff member enters employee pay information into FinTrac.
   d. All hours worked are approved by supervisory staff.
   e. The disbursement associate prepares the payroll and generates disbursements.

f. At the conclusion of each month, the accounting manager records cancelled checks within the BSA software system and produces a cancelled and an outstanding disbursement report.
g. Upon completion of the cancelled disbursement process, those reports are given to the superintendent of business for review and final bank reconciliation documentation.

3. Stale Dated Disbursements
    a. As disbursements pass their 1-year anniversary, the accounting manager will attempt to contact recipient to verify address and either re-issue disbursement or authorization to credit participant household. If successful, the stale dated check will be voided and have a stop pay issued.
    b. As disbursements pass their 2-year anniversary, the accounting manager will attempt to contact recipient to obtain direct deposit information or authorization to credit the participant household. If successful, the stale dated check will be voided and have a stop pay issued.
    c. If unsuccessful, the stale dated value will be turned over to the state of Illinois in accordance with the Illinois State Treasurers Office Unclaimed Property Division report UPD601, filed each October.
4. Stop Payments
    a. The disbursement associate, after receiving approval from either the superintendent of business or the director of finance, completes an on-line banking request for stop payment.
    b. The disbursement associate will provide the accounting manager with a copy of the on-line stop pay request.
    c. The bank will issue a confirmation of request.
5. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _____3/01/08______ _______Craig Talsma_________________

Revision Date: ______8/1/12______ ________Craig Talsma_________________

Revision Date: ______12/31/13____ ________Craig Talsma_________________

Revision Date: ______04/04/2018__ ________Craig Talsma_________________

Revision Date: ______07/16/2019__ ________Craig Talsma_________________

Revision Date: ______02/13/2020__ ____Craig Talsma/Nicole Hopkins _______

Hoffman Estates Park District
Business Department
Internal Control– Receipts

2.029 Internal Control– Receipts

Procedure for internal control of District receipts.

1. Receipts
   a. All registration and/or receipt of funds are handled in accordance with procedure 1.237, 1.238, 1.239, 1.240.
   b. The business supervisor(s) review each service desk daily drop. Facility cash journal and GL report are prepared to verify all funds collected at facility level.
   c. The business supervisor(s) prepare and transport the deposit to the bank and post the day's activity.
   d. The business supervisor(s) prepare an offline control, which at the end of the month is forwarded to the accounting manager.
   e. At the conclusion of each month, the accounting manager verifies all bank deposits and confirms ledger posting.
   f. Upon completion of the deposit verification and ledger posting, those reports are given to the superintendent of business for review and final bank reconciliation documentation.
2. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _____3/1/08_______ _______Craig Talsma_________________

Revision Date: _____8/1/12_______ _______Craig Talsma_________________

Revision Date: _____12/1/17_______ _______Craig Talsma_________________

Revision Date: _____7/16/19_______ _______Craig Talsma_________________

Hoffman Estates Park District
Business Department
Internal Control – Cyber Security

2.030 Internal Control – Cyber Security

A. User ID
   1. All users must be issued a unique logon ID and password to access systems and/or software.
   2. User passwords must be prompted to change every 90 days.
   3. Supervisors/Managers shall immediately and directly contact IT to report change in employee status that requires terminating or modifying employee logon access privileges.

B. Remote Access
   1. Only authorized persons may remotely access the District network. Remote access is provided to those employees, contractors, and business partners of the District that have a legitimate business need to exchange information, copy files or programs, or access computer applications. Authorized connection can be remote PC to the network or a remote network to company network connection. The only acceptable method of remotely connecting into the internal network is utilizing our Cisco SSL VPN or Splashtop Business application.
   2. Remote access must be approved by the immediate supervisor and IT Manager.

C. Personal information means an individual's first name or first initial and last name in combination with any one or more of the following and when that information is not encrypted or redacted: (1) social security number, (2) driver's license number or state issued ID, (3) an account number or credit card number, security code, access code. Personal information must be kept secure and staff with access must be trained as well as attend training updates biannually.
   1. HIPPA – Only the following business department staff have access to medical information: director of finance, superintendent of business, human resource manager, and disbursements associate.
   2. SS# – Only the following business department staff have access to social security numbers: director of finance, superintendent of business, human resource manager, and disbursements associate. This information is kept in a double lock environment.
   3. EFT – EFT information as soon as it is received must be entered in the 3rd party, Plug-N-Pay software to establish the billing information. Once this information has been updated, the written information is completely rendered unreadable with the exception of the first 4 and last 2 digits. Those digits are kept only as a means of identifying to the customer which information was supplied. Even after the information is rendered unreadable, these documents are kept in a locked environment.

D. Monitoring
   1. Bandwidth consumption at all district facilities must be monitored to ensure systems integrity.
   2. Spikes in consumption must be reviewed and if warranted counsel staff on usage.
   3. Review mailbox storage limits to ensure server functionality.
E. Access to social media through District computers is prohibited in conjunction with procedure 1.404, unless supervisor/manager has requested specific staff to have access as a means of updating the public.
F. System Administration
   1. Ensure that District authorized anti-virus software protection is current and operating on all District PCs. Anti-virus protection should include a user level Malware protection software.
   2. Ensure that District firewalls, routers, hubs, etc…are password protected.
   3. Ensure all software updates are performed with minimal interruption to users and to keep systems current.
G. Back-Up
   1. System back-ups are facilitated in accordance with procedure 2.032
   2. All PCs must have a surge protector to protect against electrical problems.
   3. Those PCs deemed "critical" i.e. service desks, payroll; must have a battery back-up surge protector to ensure minimal loss of data.
   4. The District servers and phone system will have a battery backup system providing at least a 2-hour backup, which is dependent upon processing and degree of service interruption.
H. Disposition of District property will follow District guidelines for surplus property.
   1. The superintendent of business will determine those assets deemed aged and/or no longer useful.
   2. All hardware; computer, network, printer or copier, must all have their data wiped clean prior to redeployment within the District or being determined as surplus property.
   3. Staff will work with a disposal organization that follows required guidelines for disposal of technological equipment and, whenever possible, locate a company that will provide this service free of charge.

Approval Date: _____4/5/13________ _______Craig Talsma__________________

Revision Date: _____12/01/17______ _______Craig Talsma__________________

Hoffman Estates Park District
Business Department
Internal Control– Security Breach Notification

2.031 Internal Control– Security Breach Notification

As identified by Illinois law 815 ILCS 530/ Personal Information Protection Act, a "breach of the security of the systems data" means unauthorized acquisition of computerized data that compromises the security, confidentiality or integrity of personal information maintained by the data collector. "Breach of the security of the system data" does not include good faith acquisition of personal information by an employee or agent of the data collector for a legitimate purpose of the data collector, provided the personal information is not used for a purpose unrelated to the data collector's business or subject to further unauthorized disclosure.

A. Notification
   1. Upon discovery or notification of a breach, the affected persons must receive notification.
   2. The notification must be made in the most expedient time possible.
      a. Written notice
      b. Electronic notice, if the notice provided is consistent with the provisions set forth in Section 7001 of Title 15 of the U.S. Code which states that the legal effect, validity, or enforceability may not be denied solely because it is in electronic form
      c. Substitute notice, if it is demonstrated that the cost of notification will exceed $250,000 or that the affected persons to be notified exceeds 500,000, or insufficient contact information is available. Substitute notice shall consist of all of the following; email if applicable, website posting and statewide media.

B. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: _____4/5/13_______ _______CTalsma/DBostrom___________

Revision Date: __________________ ______________________________________

Review: CET 7/16/19
Reviewed by Admin Staff and CT 9.2022

DATE

Dear [Full Name],

We are contacting you because we have learned of a data security incident that occurred on **[Date of Breach]** that may have involved some of your personal information.

The breach involved unauthorized access to the district's **[outline system or equipment]**. The information that may have been breached contained your **[outline personal identifiable information breached (i.e. name, bank routing number/account number, etc.)]**.

We are notifying you so that you can take action to minimize or eliminate potential harm. We strongly encourage you to take preventive measures now to help prevent and detect any misuse of your information.

As a preventive step, we recommend you closely monitor your financial accounts. If you see any unauthorized activity, promptly contact your financial institution. We also suggest you submit a complaint to the Illinois Attorney General's Identity Theft Hotline at 866-999-5630 or the Federal Trade Commission online at www.ftc.gov/idtheft.

You may also want to contact the three U.S. credit reporting agencies:

1. Equifax: 800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA, 30374-0241.
2. Experian: 888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX, 75013.
3. TransUnion: 800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA, 92834-6790.

You can obtain additional information about fraud alerts and security freezes from these sources. If you have any further questions or concerns, please contact **[official spokesperson or call center]**, **[contact number]**.

Sincerely,

[Official Spokesperson]
[Title]

Hoffman Estates Park District
Procedure for District Computer Back-Ups

2.032 District Computer Back-Ups

The district runs the following backups:

A. Daily
1. VSI - Script via Task Scheduler runs automatically.
    i. 1:00am-RecTrac DB
       Full - Live Database
       Runs while DB is mounted and Live
       2 Day Retention
       Average Runtime 10 Minutes
    ii. 11:00am-RecTrac DB
       Full - Live Database
       Runs while DB is mounted and Live
       2 Day Retention
       Average Runtime 10 Minutes
2. VEEAM - Entire computer network system to include BS&A, Email, Shoretel Phone, VSI applications, & Shared/Home directories run after hours automatically. 6pm (Start Time) - VM Backup to NAS01
    All Servers:
        HEPD-WIFI01
        HEPD-RDS01
        HEPD-WEB02
        HEPD-CISCO01
        HEPD-ACCT01
        HEPD-EXCH02
        HEPD-DC02
        HEPD-APPS01
        HEPD-APPS02
        HEPD-APPS03
        HEPD-VC01
        SHOREDIR
    Incremental & Full
    45 day retention
    Average Runtime 4 Hours

B. Routine Runs
1. Year End
2. Monthly
    a. 12:00AM on 1st Day of New Month to DC02

Database Servers:

VSI (RecTrac, MainTrac, FinTrac)
MSI (All Modules)
Shoretel Voicemail System
Event Master
12 separate folders labeled by month with year

b. Copy of Month End to USB external drive
USB 2 drive rotation stored in fireproof safe inside storage cage at the North end of Triphahn.

3. W2 Payroll

C. Specials

A special back up is run as requested for the following reasons:

- Lottery
- Billing

D. The following people are capable of running back-ups for the systems:

1. Superintendent of Business
2. IT Manager
3. Business Supervisor BPC
4. IT Associate
5. Disbursement Associate

Approval Date:	4/13/13	C. Talsma
Revised Date:	12/01/17	C. Talsma
Revised Date:		

Hoffman Estates Park District
Procedure for Chain of Back-Up

2.033 Administration & Finance Chain of Back-Up

A. Division Director
   1. Superintendent of Business
   2. Superintendent of HR
B. Superintendent of Business
   1. Accounting Manager
   2. Business Supervisor
C. Superintendent of HR
   1. Superintendent of Business
   2. Director Finance & Admin.
D. Accounting Manager
   1. Superintendent of Business
   2. Business Supervisor
E. Business Supervisor (The Club)
   1. Billing Associate
   2. Accounting Manager
F. Billing Associate
   1. Business Supervisor (The Club)
   2. Accounting Manager
G. Business Supervisor
   1. Business Staff Clerk
   2. Business Supervisor (The Club)
H. Disbursement Associate
   1. Accounting Manager
   2. Superintendent of Business
I. Registration Associate
   1. Business Staff Clerk
   2. Registrars
   3. Billing Associate
   4. Business Supervisor

Approval Date: _____4/4/13__________ ______Craig Talsma__________

Revision Date: ____12/15/2017_______ _______Craig Talsma__________

Revision Date: ____07/15/2019_______ _______Craig Talsma__________

Review: CET 07/15/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
New Fitness Member Billing Set-Up Procedure

2.034 New Fitness Member Billing Set-Up

The purpose of this procedure is to outline the necessary steps to ensure proper billing set-up of a new fitness member.

A. In RecTrac 3.1, billing is set up at the Point of Sale at the Service Desk at TC or WRC, or by a Member Services Associate at The Club at PS during the enrollment process.

B. Once the Household, Family Member Name and Pass Type has been selected and added to the cart, a screen will appear to select a Billing Method. In Billing Option section, select from the drop-down screen: ACH or CC; the screen will default to Installment Payer.

- If the member has indicated their monthly billing be charged to a Credit Card, select Credit Card; you will be required to Add/Change Credit Card Information. Click on that tab and a screen will appear where you will be able to select from a pick list of previously used Credit Cards for this Household. If the desired credit card information already appears in this screen, select it. If not, select Add Credit Card.

    - HEPD will accept:
        - Visa
        - MasterCard
        - Discover
        - American Express
    - Enter card number
    - Enter three digit CVC/CVV code.
    - Enter expiration month and year.
    - Select submit payment, which will verify the card. If an error appears, it will detail what issue occurred. If the card processed, select OK. This will update the member's information and return you to the previous screen.
    - Highlight the CC# you just entered and click Select, then Save.
      Then click Continue to proceed to checkout.

- If the member has indicated a checking account be used for monthly billing, select ACH; you will be required to ADD/Change Banking Information. Click on Add/Change Banking Information tab, and a screen will appear where you may select a bank account that has previously been linked to billing in the Household.

- If the desired Bank Account information already appears in this screen, highlight and select it. If not, click on Add Check/Savings Account tab and enter new information from voided check provided. A screen will appear where you will add: Account Holder's Name, Routing Number and Account Number, in the appropriate fields. When done with this step, click Continue to proceed to checkout.

C. After the billing information has been entered, all fees for proration, enrollment or initiation are entered properly and any other Global Sales are complete, proceed to the checkout.

1. Remember to link and save the card to the household.
    a. In Global Sales, select the household.
    b. Go to household update.
    c. Select the Financial Info tab
    d. Go to the drop down menu where it says Auto Pay Balance and change it to CC AutoPay/No Show TT
    e. Go to the Auto Pay Option
    f. Select Add/Change Credit Card Information
    g. Either select the card and select save or Add the new card information using the pin pad and save.

D. Upon receipt of a new member contract in the business office, verify the following:

1. Completed contract with all appropriate signatures on front and back.
2. Payment of initiation dues & appropriate prorated monthly fee for The Club at PS or prorated monthly dues for TCIA & WRC.
3. Completed monthly billing information.
4. To verify that billing information is correct:

    a. In RecTrac, go to Home Ribbon, HH Management, you will continue to the HH Management Data Grid. Enter HH # or Member Name, click Select to enter this HH.

    b. With the HH selected in the Data Grid, click Installment Billing Update at the bottom of the screen. This will bring you to the member's billing screen where you can verify billing is set for the appropriate dates, dollar amount and form of payment indicated on the member's application.

    c. Discounts for Corporate Member rates or vacation/medical holds can be applied from the Installment Billing Update screen using the Data Grid InLine Editing feature by clicking on the stylus icon at the far left of the data-grid. This will enable you to change appropriate information on that line. You may copy this change for multiple months using the Copy Billing Information button.

E. If all information is correct, click the X in the box at the upper right corner of this screen to Exit.

F. Sign your initials in red ink on the contract to note that the billing has been set up and verified, then file paperwork accordingly.

G. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	__3/13/12____	____Craig Talsma____________________
Revision Date:	_12/01/2017__	____Craig Talsma____________________
Revision Date:	___8/01/19___	_________C.Talsma__________________

Hoffman Estates Park District
New Activity Billing Set-Up Procedure

2.035 New Activity Billing Set-Up Procedure

A. The purpose of this procedure is to outline the necessary steps to ensure proper billing set-up of an activity where a weekly or monthly billing schedule is offered. These activities may include ELC, STAR, Preschool, Hockey, or Dance Company.

B. In RecTrac 3.1, billing is set up at the Point of Sale at the Service Desk at TC or WRC, or by a Registrar from the Business Office. Prior to entering a registration with billing, verify that all appropriate information is on the registration card or form pertaining to the activity as well as billing information, and the participation waiver is signed. Bill start dates, number of billings, and monthly billing amounts are preset prior to program registration based on program billing schedule.
   - STAR billing = 10^{th} of month (August-April)
   - Preschool = 15^{th} of month (August-March)
   - Dance Company = 15^{th} (August-March)
   - Hockey = 20^{th} of month (October-January)
   - ELC billing on weekly schedule (every Thursday)

C. Once the Household, Family Member Name and Activity # has been selected and added to the cart, a screen will appear to select a Billing Method. In Billing Option section, select from the drop-down screen: ACH or CC.

   1. If the registration form indicates the monthly billing be charged to a Credit Card, select Credit Card; you will be required to Add/Change Credit Card Information. Click on that tab and a screen will appear where you will be able to select from a pick list of previously used Credit Cards for this Household. If the desired credit card information already appears in this screen, select it. If not, select Add Credit Card.
      - HEPD will accept:
        - Visa
        - MasterCard
        - Discover
        - American Express
      - Enter card number
      - Enter three digit CVC/CVV code.
      - Enter expiration month and year.
      - Select submit payment, which will verify the card. If an error appears, it will detail what issue occurred. If the card processed, select OK. This will update the member's information and return you to the previous screen.
      - Highlight the CC# you just entered and click Select, then Save. Click Continue to proceed to checkout.
      - Remember to link and save the card to the household.

a. In Global Sales, select the household.
b. Go to household update.
c. Select the Financial Info tab
d. Go to the drop down menu where it says Auto Pay Balance and change it to CC AutoPay/No Show TT
e. Go to the Auto Pay Option
f. Select Add/Change Credit Card Information
g. Either select the card and select save or Add the new card information using the pin pad and save.

2. If the registration form indicates a checking account be used for monthly billing, select ACH; you will be required to ADD/Change Banking Information. Click on Add/Change Banking Information tab, and a screen will appear where you may select a bank account that has previously been linked to billing in the Household.

3. If the desired Bank Account information already appears in this screen, highlight and select it. If not, click on Add Check/Savings Account tab and enter new information from voided check provided. A screen will appear where you will add: Account Holder's Name, Routing Number and Account Number, in the appropriate fields. When done with this step, click Save and Continue to proceed to checkout.

D. Upon receipt of a new activity registration form by the Billing Associate, verify the following:

1. Completed registration form(s) with required information
2. Completed weekly/monthly billing information
3. Participation waiver has been signed
4. To verify that billing information is set up correctly:

a. In RecTrac, go to Home Ribbon, HH Management, you will continue to the HH Management Data Grid. Enter HH # or Member Name, click Select to enter this HH.

b. With the HH selected in the Data Grid, click Installment Billing Update at the bottom of the screen. This will bring you to the member's billing screen where you can verify billing is set for the appropriate dates, dollar amount and form of payment as indicated on the registration form.

b. Discounts may be applied for second child in program or team coaching from the Installment Billing Update screen using the Data Grid InLine Editing feature by clicking on the stylus icon at the far left of the data-grid. This will enable you to change appropriate information on that line. You may copy this change for multiple months using the Copy Billing Information button.

E. If all information is correct, click the X in the box at the upper right corner of this screen to Exit.

F. Sign your initials in red ink on the registration form to note that the billing has been set up & file paperwork accordingly.

G. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: __3/13/12____ ____Craig Talsma____________________

Revision Date: __12/01/17___ ____Craig Talsma____________________

Revision Date: ___8/01/19___ ________C.Talsma___________________

Hoffman Estates Park District
Procedure for Crisis Communication

3.001 Crisis Communication

A crisis (as it pertains to the Park District) is defined as any event that attracts keen public or media interest. Crisis may include the following: an accident, drowning, allegations of abuse, presentation of a legal action, a criminal act, allegations of official misconduct, etc. For crisis involving weather, fire, floods, hazardous materials, earthquakes, utility emergencies, civil or national disorders, ozone or heat alerts or serious illnesses or injuries, employees should refer to the *Emergency Action Plan.*

Any staff member, who discovers a situation he/she thinks may be a crisis or a potential crisis that would concern the public or media, must contact his/her supervisor who will then contact the head of the crisis team immediately. The head of the crisis team will decide whether to implement the crisis communication plan or simply to monitor and handle the situation carefully. If the head of the crisis team is unavailable, staff members will contact the next individual listed on the crisis team contact sheet who will initiate the crisis communication plan.

A. Front Line Staff
  1. Administer first aid/CPR if trained to do so.
  2. Contact local police and EMS.
  3. Minimize further loss (if property related).
  4. Contact supervisor and provide him/her with all the details immediately available.
  5. Notify employees at the site that an emergency exists.
  6. Inform PDRMA (see page 6 for number) so they may conduct a comprehensive accident investigation as soon as possible.
  7. Gather the employees involved in order to obtain a full and accurate account of the incident. Fill out the proper incident/accident report careful to document the emergency and the response. Do not write-down statements, just gather witness names, phone #'s, and e-mails in case of a subsequent investigation.
  8. Cooperate with local emergency service and police personnel.
  9. Continue to compile accurate information as quickly as possible.
  10. Do not talk to the media. See Subsection 5.

B. Supervisor Staff
  1. Contact head of crisis team.

C. Crisis Team Members
  1. Crisis team head contacts crisis team members.
  2. Crisis team head contacts Board.

3. Crisis team meets to share information and confirm facts.
4. Interview staff involved.
5. Review the "fast facts" (available in the crisis management folder at each facility) pertinent to this particular crisis.
6. Designate the following: someone to monitor radio and television; someone to clip newspapers; someone to verify the facts obtained thus far.
7. Take immediate, corrective measures.
8. Draft a response statement (should indicate concern for public welfare, sympathy for the victims and a statement of corrective actions).
9. Inform clerical team (including office staff and receptionist of their duties. See Subsection 3, part C, #5).
10. Draft a statement and/or press release and distribute to media. (This option may be adopted in lieu of a formal press conference.)
11. Schedule a press conference (if necessary).
12. Spokesperson addresses the media (via press conference, press release or interview).

Reveal only the verified facts.
Do not reveal names of victims.
Do not assign blame.
Do not speculate.
If you do not know an answer, say so, and then find the answer.

D. Action plan for the Crisis Team

The following is a list of questions the crisis team should address immediately. Check as completed:

_____ Have proper authorities been informed?
_____ Have the Park District attorneys and Board members been informed?
_____ PDRMA notified?
_____ Victim's families notified?
_____ Crisis been investigated? Possibility of second crisis?
_____ Damage estimated? Qualitative and Quantitative?
_____ How will team assure public crisis is under control?
_____ Has the media been made comfortable?
_____ Will a press conference be scheduled?
If so, at 1685 W. Higgins rd in the board room.
_____ Does spokesperson have updated information and rehearsed possible responses?
_____ Crisis center will be designated at the CCIA. All files and records will be kept there.
_____ Have all inaccurate statements reported been balanced or verified by fact?
_____ Have photos or videotapes been taken or made to document damage?

E. The Crisis Team and Their Roles

1. Chain of Responsibility/Crisis Team Members
All decisions and public/media response will come through a consensus of the crisis members. The Executive Director (and/or his/her designate) will be responsible for making official statements to the press. Note: In the absence of the head of the crisis team, the first available team member will be responsible for implementing the crisis communication plan, you may check off names as contacted.

___ Executive Director – Spokesman and head of the crisis team
___ Director of Recreation
___ Director of Golf & Facilities
___ Director of Finance & Administration
___ Director of Parks, Planning and Maintenance
___ Director of Administrative Services
___ Park District Attorney
___ PDRMA Representative

2. Spokesperson

The primary spokesperson is the Executive Director. In the absence of the Executive Director, the first available team member listed below will be responsible for making official statements to the media on behalf of the crisis team. The spokesperson will be responsible for making official statements to the media on behalf of the crisis team.

___ Executive Director – Spokesman and head of the crisis team
___ Director of Recreation
___ Director of Golf & Facilities
___ Director of Finance & Administration
___ Director of Parks, Planning and Maintenance
___ Director of Administrative Services
___ Park District Attorney
___ PDRMA Representative

3. Roles of the Crisis Team Members and Staff Responsibilities

a. Executive Director/Official Spokesperson/Crisis Team Head:

The Executive Director will be responsible for coordinating the Park District's crisis management plan. The Executive Director will also be the voice of the Park District throughout the crisis, but may also request that other employees (including department heads) with specific knowledge of the affected departments speak to the media on occasion. Crisis team members should provide only the information that has been approved by the spokesperson and the crisis team.

b. Division Directors

The Division Director coordinates and processes incoming information on the crisis. The Division Director is responsible for securing accident/incident reports and must process and monitor information like witness statements, telephone calls, radio and television reports and investigation reports by the safety coordinator, PDRMA and local authorities. The Division Director is also responsible for securing the following information and presenting it to the crisis team at their initial meeting. The Division Director is also responsible for updating the spokesperson about changes as they occur.

PLEASE NOTE: Division Directors will not make any statements or comments about the incident. All comments will issue from the spokesperson or those individuals designated by the spokesperson. Division Directors provide only the information that has been approved by the spokesperson and the crisis team.

___ What happened? When did it happen?
___ Who was involved? What is his/her status?
___ Where did the incident occur?
___ Why did it happen?
___ What was the result? What is being done to control or minimize the crisis?
___ If the answers to the above questions are not available, when will they be?

c. Director Parks, Planning & Maintenance

The Director of Parks, Planning & Maintenance will ensure that the crisis management team has access to the necessary buildings, facilities and power sources. Depending upon the crisis, the Director of Parks, Planning & Maintenance will coordinate efforts with the Village Public Works Department, the Police Department, Utility Companies, etc.

The Director of Parks, Planning & Maintenance will also be responsible for establishing and maintaining the physical aspects of the media center. The media center is a place where the press can monitor the crisis and receive up-to-date information. The Hoffman Estates Park District's media center will be at the Triphahn Center & Ice Arena, 1685 W. Higgins Road, Hoffman Estates IL (Board Room). The Director of Parks, Planning & Maintenance will also be responsible for obtaining any audio/visual equipment including, but not limited to, television, VCR, radio, microphone, etc.

PLEASE NOTE: The Director of Parks, Planning & Maintenance will not make any statements or comments about the incident. All comments will issue from the spokesperson or those individuals designated by the spokesperson. The Director of Parks, Planning & Maintenance should provide only the information that has been approved by the spokesperson and the crisis team.

d. Program Managers and/or Supervisors

Program Managers may be required to assist the Director, spokesperson, Division Directors, crisis team members, public relations manager, safety coordinator or clerical staff. Assignments may include, but are not limited to, the following:

1. Providing specific information on programs or facilities. Include content, participant population (non-names), enrollment, staff, training, safety measures, etc.
2. Help assemble accurate information so that the crisis team may craft an official response.
3. Contact the news media as directed by the spokesperson or public information coordinator.
4. Obtain information about callers and inquiries.
5. Record and date all statements given to the media.

4. Board Members and Their Role

If a Commissioner is asked about a crisis situation, he/she is encouraged to respond by stating the following: **"The situation is under investigation. The Park District will release appropriate information upon completion of its investigation."** This statement provides the crisis team with time to complete its assessment and formulate its response plan. Please note that Commissioners are encouraged to refer all questions to the designated spokesperson. The Executive Director/Crisis Team Head will consult with and update the President of the Park Board of Commissioners (and other Commissioners) as soon as possible after an incident to assess the situation and inform the Board of the Park District's response.

5. Employee/Commissioners: How to Deal with the Media

During a crisis, all information released to the media and the public will come through the crisis team via the designated Park District spokesperson. Employees who witness the event, responded to the event, or are in some way knowledgeable about the event may be approached by the media.

EMPLOYEES/COMMISSIONERS SHOULD DIRECT ALL INQUIRIES FROM REPORTERS OR OTHER INDIVIDUALS TO THE PARK DISTRICT SPOKESPERSON FOR ACCURATE INFORMATION.

Here are a few guidelines for employee/commissioners who are approached by reporters or other members of the public.

1. You do not have to speak to the press. A good response is as follows: **I am not the proper person to answer that question. You may want to discuss that with our official agency spokesperson (Name of proper person)**

3. It is permissible to express sympathy for any involved individuals, but direct specific questions to a spokesperson.
   DO NOT SAY, "NO COMMENT." It tends to imply guilt. Instead say**, "It would be premature to discuss this matter until further investigation is completed"** and then refer the reporter or individual to the Park District spokesperson. Don't joke. Don't say anything you wouldn't want to see in print. Don't make an "off-the-record" statement. The confidentiality cannot be guaranteed.

4. Crisis Team Emergency Contact List
   In the event of a crisis or emergency, the highest-ranking staff member will contact the following individuals in the order in which they are listed to implement the Crisis Management Plan. Please make note of the date and time each team member was contacted. If you do not receive an answer, move to the next person on the list.

Name	**Time / Date**
Craig Talsma **Executive Director / Media Spokesperson** Office: (847) 310-3604; Cell: (847) 561-2200 4475 Sundance Circle, HE 60169	________________
Brian Bechtold **Director of Golf & Facilities** Office: (847) 781-3679; Cell: (847) 722-7652 7 Richmond Circle, South Elgin 60177	________________
Alisa Kapusinski **Director of Recreation** Office: (847) 781-3634; Cell: (224) 629-3382 43 W Helen Rd, Palatine 60067	________________

Nicole Hopkins
Director of Finance
Office: (847) 781-3635; Cell: (847) 224-9510
1062 Creekview Ln, Lake in the Hills 60156 ____________________

Dustin Hugen
Director of Parks, Planning & Maintenance
Office: (847) 285-5465; Cell: 773-653-9424
315 S Vail Avenue, Arlington Heights 60005 ____________________

Peter Cahill
Director of Administrative Services
Office: (847) 781-3637; Cell: (708) 305-5127
923 La Jolla Terr., Bartlett, IL 60103 ____________________

Brett Davis
Executive Director, PDRMA
Office: (630) 769-0332 ____________________

Steve Adams
Attorney, Robbins Schwartz
Office: (312) 332-7760 ____________________

After the crisis team has been contacted and a meeting set up, the crisis team head will call the Board president and the remaining members of the Board.

Approval Date:	1/21/00	Dean Bostrom, Executive Director
Revision Date:	4/25/13	Craig Talsma, Dep Dir/Dir A&F
Review/Revision Date:	3/27/18	Dean Bostrom, Executive Director
Revision Date:	9/11/18	Craig Talsma, Executive Director
Review Date:	10/24/19	Talsma/Leninger, Exec Dir / Supt HR
Revision Date	7/8/2022	Craig Talsma, Executive Director

Hoffman Estates Park District
Procedure for Reporting Work-Related Injuries

3.002 Reporting Work-Related Injuries

1. Per district policy, employees who are injured on the job are required to immediately report those injuries to a supervisor.
2. The supervisor is responsible for immediately (or as soon as possible if supervisor is involved in providing emergency medical treatment) completing an accident report and forwarding it to the Director of Administrative Services and the Human Resource Manager. The report should be accurately and completely filled out. The accident report should be submitted no later than three days after the incident.
3. The Human Resource Manager or Director of Administrative Services is responsible for completing a Form 04 and forwarding it to PDRMA within twenty-four hours.
4. Any subsequent questions, bills, medical reports, etc. should be directed to the Human Resources Manager, or Director of Administrative Services in the alternative).
5. Any work-related fatality must be reported to OSHA within 8 hours.
6. Any work-related inpatient hospitalization, amputation, and loss of an eye must be reported within 24 hours.
7. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date: _____1/21/00_________	_____Greg Repede_______________
Revision Date: ____4/25/13__________	__CTalsma, Dep Dir/Dir A&F___
Revision Date: ____3/27/18__________	__DBostrom/ELeninger, Supt of HR/Risk Management_
Revision Date: 8/12/2022	Craig Talsma

Hoffman Estates Park District
Procedure for Sexual Harassment

3.003 Sexual Harassment

A. If you witness or believe yourself to be the object of sexual harassment, you should deal with the incident as directly and firmly as possible by clearly communicating your position to the offender.

B. An offender could be (but not limited to):
   1. Supervisor
   2. Co-worker
   3. Third/outside party or vendor
   4. Customer
   5. Volunteer

C. If direct communication between individuals is either ineffective or impossible, the following steps will be used when reporting a harassment complaint.
   1. The park district, in order to investigate and resolve a formal complaint of harassment, must have a written report signed by the individual.
   2. The park district will investigate in a timely basis every complaint.
   3. Investigation with staff will be on a need to know basis. Every effort will be made to keep the information confidential.
   4. Upon completing the investigation of a harassment complaint, the Executive Director or a Division Director will communicate findings and intended actions to the complainant and the alleged harasser.

D. See Hoffman Estates Park District Policy Manual for in-depth explanation of the district's policy on sexual harassment.

E. If you are not comfortable reporting the incident to your supervisor, submit the report to any of the following staff.
   1. Executive Director
   2. Division Director
   3. Human Resource Superintendent

F. The park district will not, in any way, retaliate against an individual who makes a report of harassment or who cooperates in an investigation of alleged harassment, nor will it permit any elected officials, employees, vendors or volunteers to do so.

G. In addition to the Park District's prohibition on retaliation, various state and federal laws prohibit retaliation for reports of discrimination, harassment, or retaliation. For instance, protections exist for reporting parties under the whistleblower protections of the State Officials and Employees Ethics Act, the Illinois Whistleblower Act, and the Illinois Human Rights Act.

H. Individuals found, after an investigation of a complaint, to have engaged in conduct constituting harassment will be disciplined up to and including discharge.

I. False or frivolous accusations of harassment can have serious effects on innocent persons. If an investigation results in finding that the complainant has knowingly or maliciously falsely accused another of harassment, the complainant will be subject to appropriate discipline up to and including termination of employment.

J. Most sexual harassment complaints can be resolved within the park district; however, you have the right to contact the Illinois Department of Human Rights or the Equal Opportunity Commission. This information is available in its entirety in the park district's policy manual.

K. Employees will be trained, annually, in Harassment prevention as required by Illinois state law.

Approval Date____5/1/00____ ____Talsma/Bostrom_______________

Approval Date___4/25/13_____ ___CTalsma, Dep Dir/Dir A&F_______

Revision Date __03/27/2018____ ____Bostrom/Talsma_____
Revision Date: 8/12/2022 Craig Talsma

Hoffman Estates Park District
Procedure in the Event of an
Illinois Department of Labor - Safety Inspection

3.004 IDOL - Safety Inspection

1. The Illinois Department of Labor (IDOL) may or may not call to schedule an appointment. The Safety Coordinator should be contacted when an inspector arrives.

2. If the Safety Coordinator is not available, the highest available staff member on the organizational chart must accompany the inspector.

3. The inspector may request to see the following records. They are located:

   a. Safety Training/Hazard Communication Program – Safety Training Program Files at The Club.
   b. Current OSHA Log – Human Resource Files at Triphahn.
   c. Any prior IDOL reports – Safety Program Files at The Club.

4. District staff should create a cooperative environment and not one that is adversarial.

5. The inspector may take photographs/material samples and the district representative should do the same for the district records.

6. The inspector may solicit employee input at any time and may do so in private. Both are allowable.

7. Correct minor violations during the inspection (housekeeping, etc.)

8. During the closing conference point out corrections to reduce the list of violations; present the district's view of the situation and discuss an abatement period.

9. The closing conference is reviewed with the Safety Coordinator who is responsible for issuing work orders and ensuring that all violations are corrected within thirty (30) days.

10. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date: ____8/14/01_____ __________Bostrom_________________

Revision Date: ___10/24/19______ _________Leninger_________________

Revision Date: ________________ __________________________________

CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Emergency Procedures

3.005 Emergency Procedures

This procedure covers the Emergency Procedures for the use of safety codes.

A. All employees of the Hoffman Estates Park District (full-time, permanent part-time, and all classifications of part-time) shall wear identification badges while on duty except workers where badges present a safety hazard.

B. The safety codes are printed on the back of the badges as follows:

Medical Attention (Non-Life Threatening Emergency)
Code Blue (Life Threatening Emergency)
Code Red (Fire)
Code Pink (Missing Child in Building)
Severe Weather Watch
Severe Weather Warning
Facility Evacuation
Armed Intruder (Hard lock down)
Staff Assistance (Confrontation)

C. Each facility has developed procedures specific to their environment. Attached are the procedures generic to all facilities.

D. Training on safety codes shall be conducted quarterly at the change of seasons and staff. Documentation on all training shall be submitted to the Training Committee Chair.

E. Drills will be performed at each of the District's public facilities quarterly. The facility manager shall coordinate these drills and oversee the execution of the drills.

F. When incidents occur, an accident/incident report shall be completed and submitted to the Superintendent of Risk Management.

G. When an emergency code is announced, any employee within hearing distance must respond according to the guidelines for that specific code.

Approval Date:	6/30/03	Dean Bostrom
Revision Date:	10/24/07	Dean Bostrom
Revision Date:	2/15/13	Dean Bostrom
Revision Date:	12/15/17	Dean Bostrom

CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

CODE BLUE
&
MEDICAL ATTENTION

We have **two** types of medical emergencies. The procedure pertains to both **Code Blue** and **Medical Attention**:

Code Blue: 9-1-1 will be called immediately.

Medical Attention: **May not be** necessary to phone **9-1-1**.
If the severity of the medical situation increases, 911 may need to be called.

Procedure

1) The first person on the scene should assess the situation. Remember the **ABC's …**
Airway, Breathing, & Circulation.

2) If you need help or are not sure of the situation, go to the nearest intercom/telephone identify yourself and ask for assistance. Give your location**. (Example: "This is Nancy from Fitness. A woman has fainted in the locker room.")**
3) Instruct the Service Desk to call a **Code Blue (9-1-1-)** or **Medical Attention.** (Example: This is Michele from the nursery. A child is ill in the nursery. Medical Attention needed.) Or, "This is Mike from Maintenance, a man is down in the locker room**. Code Blue**."
4) The Service Desk will triple intercom and telephone page: **Code Blue** or **Medical Attention**. (Examples: "**Code Blue** – weight area, **Code Blue** – weight area, **Code Blue** – weight area. Or, **Medical Attention** needed – nursery, **Medical Attention** needed, nursery, **Medical Attention** needed, nursery.")
5) The Service Desk will then place a call to **9-1-1** if a **Code Blue** is called, or unless they are otherwise instructed to do so.
6) Service Desk staff**, facility manager** or **MOD** will respond to all **Code Blue** or **Medical Attention** intercom or phone pages.

CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

SERVICE DESK RESPONSIBILITIES
FOR
CODE BLUE

Steps to take when a **Code Blue** is called and you need to overhead page:

1) ***Access the intercom and phone system. Triple page:***

- **CODE BLUE ....(LOCATION)**
- **CODE BLUE ....(LOCATION)**
- **CODE BLUE ....(LOCATION)**

2) Call the Emergency Number **9-1-1**

When placing a call to **9-1-1**, **ALWAYS** give:

- Your name
- Your location:
- Type of emergency (**CODE BLUE / MEDICAL ATTENTION)**
- Location of victim within the facility

2) The Service Desk will designate a staff member to meet the ambulance at the Front Door for directions.

CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

NON-EMERGENCY SITUATIONS

MEDICAL ATTENTION

With non-life threatening situations, 911 is typically not needed, unless the situation changes, becoming more severe, and/or contact with 911 is requested. Examples of medical situations/issues which warrant a “medical attention” include the following:

- Sprain / Twisted Ankle

- Minor Cut or Bruise

- Complaints of feeling faint / dizzy or not feeling well

- Any situation in which you need assistance or are uncomfortable.

EMERGENCY PROCEDURES

CODE RED

Purpose

1) To prevent fires.
2) To ensure maximum safety for our members and all others in the facility in the event of a fire.
3) To avoid panic.

Procedure

1) The facility manager or MOD will take charge in the event of a fire alarm. If the facility manager is not in the building, the program/athletic manager(s) will take charge.
2) An associate is to go to the nearest telephone and/or intercom and call the Service Desk and tell them to page a **Code Red**. Give the facility location of the smoke and/or fire.
3) The Service Desk will assess the paging system and page the following announcement: **Code Red** (designate location within the facility).
4) The Service Desk will call the Hoffman Estates Park District at **9-1-1**.
5) The associate in charge is responsible for directing fellow associates to the places that need help with evacuation. Each department is responsible for the evacuation of that area. Associates should immediately help the nursery evacuate the infants and children.
6) Those in the fitness exercise rooms should exit through the emergency doors in those areas.
7) Men and Women Locker Rooms should exit through the emergency doors located in the back hallway or main doors in the front lobby.
8) Multipurpose rooms should exit through the emergency room doors located in the room or hallway or main doors in the front lobby.
9) Administrative Office areas will exit out the nearest exit through the main doors.
10) The Service Desk will designate an associate to meet the fire department at the front door to give directions
11) In all fire situations, remember the **R.A.C.E.** acronym:

R	**-**	**Rescue** -	Remove anyone from immediate danger.
A	**-**	**Alarm -**	If there are no pull boxes call Service Desk **Evacuate.**
C	**-**	**Confine-**	Close all doors.
E	**-**	**Extinguish**	Attempt to extinguish the fire.

12) In all smoke and/or fire events, **Code Red** is to be initiated.
13) All fires, no matter how small, must be reported to the **Facility Division Director** and/or **Facility Manager**, **athletic/program manager(s)** and the **fire department.**

All facilities are connected to the Hoffman Estates Fire Department so trucks will be automatically dispatched in the event of any alarm. Immediate evacuation should take place every time an alarm is activated, an announcement is made ahead of time stating that the alarms are being tested. The fire department personnel who arrive on the scene are the only people authorized to allow anyone back in the building.

EMERGENCY PROCEDURES

CODE PINK (Missing child in building)

Purpose

To maintain safety and security for all individuals in the facility environment, in the least restrictive and safest way during an episode of escalation.

Procedure

It is the procedure of Hoffman Estates Park District to effectively react quickly and take immediate steps to meet the procedures approved by the Hoffman Estates Park District.

1) Staff will ask questions regarding height, weight, hair color, age, name, etc., and immediately go to the Service Desk.
2) A telephone and intercom **Code Pink** is called when assistance is needed with a missing child within the facility.
3) The telephone and intercom system is used to announce the height, weight, hair color, age, name, etc.
4) To initiate a **Code Pink** notify the Service Desk. Managers, administrators and staff will be notified and stop whatever he/she is doing to assist.
5) Staff shall guard doors and/or position himself/herself at an exit.
6) Managers and administrators will search until the missing child is found.
7) If the child is not found within a reasonable time (about 2-minutes), staff shall contact 9-1-1 immediately.

EMERGENCY PROCEDURES

SEVERE WEATHER WATCH (Take Action)

Purpose

To ensure maximum safety for our members and all others in the facility in the event of severe weather.

Procedure

1) An announcement of severe weather will be based on information from the National Weather Service.
2) Any time there is inclement weather, the facility manager or MOD should make himself/herself visible at the Service Desk.
3) The associates will be notified of severe weather through the following means:
   - A call on the telephone/intercom paging system will come from the Service Desk announcing a **Severe Weather Watch** (take action), or a **Severe Weather Warning** (Alert).
   - A news bulletin may break through over the radio and/or television.
   - **NO ACTION TAKEN**.
4) The Service Desk will triple page over the telephone/intercom paging system the following announcements:
   - For severe weather WATCH: "**Severe Weather Watch**", until _______ (time). This will be repeated approximately every hour for the duration of the WATCH.
   - ACTION: Advise members that precautions are being taken.

EMERGENCY PROCEDURES

SEVERE WEATHER WARNING (Alert)

Purpose

To ensure maximum safety for our members and others in and around the facility in the event of a severe weather incident.

Procedure

1) An announcement of severe weather will be based on information from the National Weather Service.
2) Any time there is inclement weather, the facility manager or MOD should make himself/herself visible at the Service Desk.
3) The associates will be notified of severe weather through the following means:
   - A call on the telephone/intercom paging system will come from the Service Desk announcing a **Severe Weather Watch** (take action), or a **Severe Weather Warning** (alert).
   - A news bulletin may break through over the radio and/or television.
   - **NO ACTION TAKEN**.
4) The Service Desk will triple page over the telephone/intercom paging system the following announcements:
   - For severe weather WATCH: "**Severe Weather Watch**", until _______ (time). This will be repeated approximately every hour for the duration of the WATCH.
   - **ACTION**: Advise members that precautions are being taken.

CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

EMERGENCY PROCEDURES

FACILITY EVACUATION

Purpose

To ensure maximum safety for our members and all others in the facility in the event of severe weather.

Procedure

1) The facility will have a plan for relocation or evacuation for members, visitors and staff when an event occurs which renders the area of the facility unsafe. Such indications could include, but are not limited to, fire, hazardous material incident, long-term utility failure, threatening situation and/or structural damage.
2) The facility manager or MOD in conference with the Hoffman Estates Fire Department may activate the plan in part or total.
3) The Hoffman Estates Fire Department will set up an incident command post outside the building or inside on the first floor. One or more representatives of the facility will set up an emergency center as close as possible to the fire department to work in conjunction with them.
4) Participants, members, visitors and staff will follow the same evacuation plan as "**Code Red**".
5) Patrons and staff to assemble at reunification points noted in Procedure 3.008.

EMERGENCY PROCEDURES

ARMED INTRUDER/ HARD LOCKDOWN

1) Your safety is of the utmost importance. Therefore, consider and attend to your personal safety first, then take action accordingly. **Remember three key options: Run, Hide, Fight.**

   <u>Run</u>: First priority is to exit the facility to escape the threat. If it is safe to do so, promptly escort patrons and children within direct region to exit with you. Seek concealment in an outside area and move to an area of increased safety. Regroup at reunification point (page 2) for each facility if safely possible.

   <u>Hide</u>: If unable to exit the facility, pick a place to hide. This preferably will be in a secured, locked location. If it is safe to do so, promptly escort patrons and children to hide with you. When in a secured location, lock doors and turn-off lights. Move away from doorway windows. Ensure silence. Remain in this location until the police have clarified that the facility is clear and allow you to exit.

   <u>Fight</u>: If unable to run or hide, as a last resort, arm yourself with any item within reach and fight the intruder. Items such as fire extinguishers and chairs may be helpful in either defending yourself and/or disarming the intruder.

2) During the course of protecting your personal safety in step 1 above, notify the police and others around you as soon as safely possible to do so:
   - Notify the police by calling 911; and,
   - Notify others by any and all means available, including utilizing the intercom system, 2-way radio system, word of mouth, text, or phone. If able to utilize the intercom system or 2-way radio system, state: <u>"Armed Intruder, *provide specific facility region*, exit the facility or find a locked location immediately.</u>

3) Response when Law Enforcement arrives at the scene:

   a.) Provide cooperation with police. Police will take charge of the scene; coordinate directives with your staff and patrons.

   b.) Be prepared to provide information such as the location of the armed intruder, number and physical description of armed intruder(s)

   c.) Instructors/teachers with children, be prepared to determine and provide information regarding number of children and if any children are missing.

   d.) Implement Crisis Communication procedure (3.001).

Reunification points for District Facilities (see attached maps):

In the attached maps, the reunification point is highlighted in yellow; evacuation routes from the facility are noted in purple.

Triphahn Center: Triphahn marquee sign in front of facility.

Willow Recreation Center: Willow marquee sign off Algonquin Road.

Vogelei Barn: Vogelei Marquee Sign.

Bridges of Poplar Creek: AMITA Health Parking Garage.

The Club @ PrairieStone: Future Marquee sign at corner of PrairieStone Parkway and Higgins Road.

Seascape Family Aquatic Center: Bridges marquee sign at corner of Golf Road (Route 58) and Moon Lake Blvd.

Parks Maintenance Facility: Neighborhood Inn Bar.

EMERGENCY PROCEDURES

STAFF ASSISTANCE

Purpose

To maintain safety and security for all individuals in the facility environment, in the least restrictive and safest way during an episode of escalation.

Procedure

It is the procedure of Hoffman Estates Park District to effectively assess the potential need for de-escalation and implement only strategies approved by the Hoffman Estates Park District. Definition: An overhead page **STAFF ASSISTANCE (LOCATION)** is called when need for assistance with unstable or escalated situations

1) Initiate a **STAFF ASSISTANCE (LOCATION)** over the telephone and intercom system, give location. Service Desk will then contact the police and announce a **STAFF ASSISTANCE (LOCATION).**
2) Person de-escalating the individual shall remain with the individual while maintaining an appropriate distance – i.e., do not block doorway to allow easy exit as well as communication with other staff. Other staff should be aware and available to assist the primary respondent.
3) It is vitally important that only one staff member verbally interact with the individual.
4) After the situation is handled, fill out Threats of Violence Form and report same to the **Division Director** of the facility, **facility manager**, **athletic/program manager(s)** and the **police department**.

Hoffman Estates Park District Community Center & Ice Arena
Procedure for Annual Staff Safety Training

3.006 Annual Staff Safety Training

Objective: Continual on-the job safety training is essential in order for HEPD employees to continually provide first class parks, services, and programs. Continual safety training helps reinforce concepts that will minimize the potential for accidents that may occur with recreational activities.

A. Annual Staff Safety Training refers to completion of both the HEPD annual employee safety training presentation and job-specific training.

B. The responsibility for documenting execution of these trainings belongs to the department head. Job specific mandatory safety training has been identified for all full-time and part-time employees to match their job description.

C. The department head will distribute the job specific safety training sheets for every full-time and part-time employee in his/her department to supervisors to document as training is conducted.

D. After each training session, the employee and trainer will sign off on the employee's job specific safety training form. If an employee is absent for a departmental training, the supervisor must follow up and schedule that training at another department's training or if necessary, arrange for an individual training session for that employee.

E. When all training has been completed and documented, the supervisor will sign off and forward the originals to the HR Manager to be placed in the employee's respective file on BS&A.

F. the department head will complete the employee's training with 30 days of the start of employment and distribute the paperwork as outlined herein.

G. **Full-Time Employees Only**:

The Director of Administrative services will assign required training topic(s) as required by law or a demonstrated as needed for completion throughout the year; in this case, employees must complete the specified course. Employees have the responsibility of scanning each certificate of completion to the HR Manager.

H. Failure to follow this procedure will lead to disciplinary action up to and including termination.

Approval Date: 01/08/04 John Giacalone

Revised Date: 06/01/2017 Dean Bostrom/Eric Leninger

Hoffman Estates Park District
Procedure for Media Relations

3.007 Media-Relations Procedure

This media procedure establishes specific guidelines for all employees of Hoffman Estates Park District ("HE PARKS") and its facilities concerning communication with members of the news media at times /topics not covered by the Crisis Communication Policy (See Procedure 3.001). HE PARKS seeks to provide consistent, accurate and timely information to the media while keeping HE PARKS executive staff and Board of Commissioners members informed of emerging media and related external-communication issues. Communication includes any type of communication, verbal or written, including all aspects of social media.

Representation

Facility operations employees – Only personnel at the Division Director or Superintendent/ General Manager positions of the HE PARKS are authorized to speak directly with media at their discretion. They must limit their discussion about their immediate area of operations and activities, and given information shall be confined to facts about which they have specific knowledge. All media inquiries shall be treated efficiently and courteously.

HE PARKS main-office employees – For media opportunities pertaining to HE PARKS and its facilities, the Corporate Spokesperson shall be the HE PARKS Executive Director unless otherwise directed by them.

All media inquiries about HE PARKS must be referred to HE PARKS (currently ctalsma@heParks.org 847.561.2200), unless HE PARKS authorizes a change in authorized spokesperson, at which time HE PARKS and its facilities' employees shall be noticed. The Executive Director are available 24 hours a day to facilitate HE PARKS's media relations policy, answer questions, respond to developing situations, and offer assistance as needed. When the Executive Director is unavailable to serve as HE PARKS Corporate spokesperson, an alternate spokesperson shall be designated. The executive director's phone number shall not be advanced to media unless specifically directed by these individuals.

Operating Procedure

Non-authorized employees who receive requests from media for scheduled interviews shall forward said requests, with media members' contact information, to authorized employees outlined above. All employees shall remain aware of media deadlines and attempt to accommodate to the extent possible. Authorized employees shall attempt to provide timely and thorough responses to all interview requests, but may ask for and expect to be afforded additional time to research the relevant issues and to prepare for the interview. If an authorized employee does not feel comfortable answering a reporter's questions, he or she may terminate the interview with the understanding that the employee or another authorized HE PARKS representative will follow up with the reporter in a timely fashion. When an authorized employee terminates an interview, he or she shall immediately discuss the topic with his or supervisor and/or Executive Director to determine if any further action should be taken.

Requests for Public & Private Information and Records

All media requests for public and/or private information and records related to HE PARKS and facilities shall currently be referred to Executive Director for handling, unless HE PARKS authorizes a change in authorized spokesperson, at which time HE PARKS and facilities' employees shall be noticed. At no times shall any employee either distribute said materials or discuss matters in connection with such requests

All public information requests shall be processed via standards set forward in the Illinois Freedom of Information Act and to the District's current FOIA officers: Craig Talsma, Nicole Hopkins, Eric Leninger or Jane Kaczmarek.

Confidential and Emergency / Crisis Matters

Items of confidential, litigious and/or reasonably-deemed sensitive matter shall not be addressed or discussed with the media. Such items include but are not limited to:

1. Press Releases

All press releases shall be drafted and subsequently disseminated (to media) by authorized personnel (Superintendent of Communications and Marketing) at HE PARKS main office, unless otherwise authorized by HE PARKS main office. A schedule of employees (and clients) associated with approval of news releases shall be noticed by HE PARKS main office on a periodic or case-by-case basis. All news releases shall reflect positively on the images of HE PARKS and its facilities. Lists of appropriate media contacts are maintained by HE PARKS main office.

2. Violations of Policy

Adherence to this policy is mandatory and parallels HE PARKS's media mandate to "protect and promote" the organization and its facilities. The media is extremely powerful and HE PARKS recognizes the potential that one (1) mistake managing the media could lead to severe consequences from which it is difficult to recover – and advance our individual and collective business and constituent mandates as well as individual professional growth.

Failure to adhere to this policy may be subject to disciplinary action, including termination, at the sole discretion of HE PARKS main office, notably the HE PARKS Executive Director.

Some procedures within this policy may be modified to accommodate case-by-case situations. In this event, the modification shall only be in effect with prior written consent by the HE PARKS Executive Director and, from time to time, their delegation to other HE PARKS senior employees; in only these cases, non-adherence shall not constitute policy violations.

Approval Date:	5/10/2010	____________
Revision Date:	4/22/13	CTalsma/DBostrom

EMERGENCY PROCEDURES-3.008

ARMED INTRUDER/ FACILITY EVACUATION

1) Your safety is of the utmost importance. Therefore, consider and attend to your personal safety first, then take action accordingly. **Remember three key options: Run, Hide, Fight.**

   Run: First priority is to exit the facility to escape the threat. If it is safe to do so, promptly escort patrons and children within direct region to exit with you. Seek concealment in an outside area and move to an area of increased safety. Regroup at reunification point (page 2) for each facility if safely possible.

   Hide: If unable to exit the facility, pick a place to hide. This preferably will be in a secured, locked location. If it is safe to do so, promptly escort patrons and children to hide with you. When in a secured location, lock doors and turn-off lights. Move away from doorway windows. Ensure silence. Remain in this location until the police have clarified that the facility is clear and allow you to exit.

   Fight: If unable to run or hide, as a last resort, arm yourself with any item within reach and fight the intruder. Items such as fire extinguishers and chairs may be helpful in either defending yourself and/or disarming the intruder.

2) During the course of protecting your personal safety in step 1 above, notify the police and others around you as soon as safely possible to do so:
   - Notify the police by calling 911; and,
   - Notify others by any and all means available, including utilizing the intercom system, 2-way radio system, word of mouth, text, or phone. If able to utilize the intercom system or 2-way radio system, state: "Armed Intruder, *provide specific facility region*, exit the facility or find a locked location immediately.

3) Response when Law Enforcement arrives at the scene:

   a.) Provide cooperation with police. Police will take charge of the scene; coordinate directives with your staff and patrons.

   b.) Be prepared to provide information such as the location of the armed intruder, number and physical description of armed intruder(s)

   c.) Instructors/teachers with children, be prepared to determine and provide information regarding number of children and if any children are missing.

   d.) Implement Crisis Communication procedure (3.001).

Reviewed: CT 8/12/2022

Reunification points for District Facilities (see attached maps):

In the attached maps, the reunification point is highlighted in yellow; evacuation routes from the facility are noted in purple.

Triphahn Center: Triphahn marquee sign in front of facility.

Willow Recreation Center: Willow marquee sign off Algonquin Road.

Vogelei Barn: Vogelei Marquee Sign.

Bridges of Poplar Creek: AMITA Health Parking Garage.

The Club @ PrairieStone: Marquee sign at corner of PrairieStone Parkway and Higgins Road.

Seascape Family Aquatic Center: Bridges marquee sign at corner of Golf Road (Route 58) and Moon Lake Blvd.

Parks Maintenance Facility: Neighborhood Inn Bar.

Approval Date: 04/16/2019 ________Talsma/Leninger______

Reviewed: CT 8/12/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District ~~Community Center~~
~~& Ice Arena~~ Triphahn Center
Procedure for Conducting Fitness Center
Potential Member Tour

4.101 Procedure for Conducting Fitness Center Potential Member Tour

GOAL: To consistently create a 100% positive impression.

A. Introduction
Greet the customer. Your attitude determines the outcome!

____
Your Name

If the opportunity presents itself, a tour will be provided.

1) Give potential member a brochure and offer a tour.
2) Explain that we have membership options other than resident and non-resident.
3) Ask where he/she heard about the fitness center.
4) Ask what he/she is particularly interested in. Listen carefully. Customize the tour to emphasize his/her priorities.

- **Get in Shape**
  Discuss "all around" workout for weight training, cardio equipment for aerobic training and a mat area for stretching to improve flexibility. The fitness center offers fitness assessment, personal training which includes an Exercise Physiologist and Physical Therapist.

- **Lose Weight**
  Discuss weight training for body toning. Excellent cardio equipment and track for calorie burning activities. The fitness center has a weight management program to assist the potential member in getting started.

- **Health**
  Discuss all of the above. In addition we offer classes in Yoga, Stretching and Pilates as well as regular fitness classes.

B. TOUR
Don't rule out the social aspect. Emphasize friendly qualified staff and interesting members. Introduce staff or members while you are conducting the tour.

Be sure to include the group exercise room, the gym, the locker rooms, the whirlpool and sauna.

C. SALE

1) Ask if there are any questions or if he/she is ready to join the fitness center.
2) Have him/her fill out the card and sign it.
~~3) Have him/her fill out the Health Profile while you are entering the membership.~~
4) Take an ID photo.
5) Give the customer his/her receipt.
6) Ask if he/she would like to work out today and continue talking with them until they are finished talking.
7) Remember his/her name and interests and take a personal interest whenever you see him/her.

Approval Date:	5/14/98	Greg Repede
Revision Date:	10/13/04	Katie Lashbrook
Revision Date:	4/23/13	Mike Kies
Revised Date:	3/23/18	Mike Kies

Hoffman Estates Park District
Procedure for Front Desk Opening / Triphahn Center Ice Arena

4.102 Procedure for Front Desk Opening / Triphahn Center Ice Arena

A. Enter facility through Employee Entrance at back of building and turn off alarm using the security code.

B. Open Main Service Desk
   1. Turn on computer
   2. Turn on hall lights
   3. Fill spray bottles in Fitness Center
   4. Turn on TV's and music in Fitness Center
   5. Turn on lights for upstairs and downstairs hallway
      i. Leave rink lights off until someone comes in to use ice

C. Turn on lights in fitness center

D. Enter rink viewing areas and check ice. Pick up any items laying around.

E. Turn on 17 light switches by gym
   1. Pick up any items laying around in gym

F. Check Mechanical Equipment Room
   1. Exterior door closed
   2. Water temperature over 120 degrees
   3. Whirlpool temperature over 102 degrees

G. Check Locker Rooms – Fitness and Hockey
   1. Pick up any items laying around
   2. Close open lockers
   3. Empty towel bins
   4. Replace towel bags
   5. Make sure hockey locker rooms are locked

H. Check Sauna & Whirlpool
   1. Pick up any items laying around

I. Unlock front doors

J. Leave doors on north side licked until maintenance arrives.

Approval Date: August 4, 1998	Greg Repede
Revision Date: 8/18/05	Katie Lashbrook
Revision Date: 11/03/11	Mike Kies, Fac Dir
Revision Date: 04/23/13	Mike Kies, Rec/Fac Dir
Revised Date: 3/23/18	Mike Kies

MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Closing / Triphahn Center

4.103 Closing Procedures for the Triphahn Center

A. Check Triphahn Center gym, halls, locker rooms and classrooms; lock front doors and turn off lights.

B. Check Fitness Center
   1. Pick up magazines and newspapers
   2. Turn off televisions, radio and fans
   3. Pick up discarded towels
   ~~4.~~ Empty towel container

C. Sauna & Whirlpool
   1. Pick up **any debris**
   2. Pick up dirty towels

D. Locker Rooms
   1. Pick up anything laying around
   2. Close open lockers
   3. Empty towel bins

E. Be sure washer and dryer are not running

F. Close out Rec Trac. Follow prompts to close out cash drawer. Complete cash verification form and leave on desk for opening shift. Place all paperwork and deposits into envelope and drop in safe.

   Turn off lights upstairs unless overnight custodian is present in the building. Wait for Zam person to come upstairs and leave together.

G. Set alarm using assigned code only if overnight custodian is not there.

H. Exit Triphahn Center employee entrance

Approval Date: August 4, 1998 — Greg Repede

Revision Date: 8/18/05 — Katie Lashbrook

Revision Date: 11/03/11 — Mike Kies
Revision Date: 3/26/18 — Mike Kies

MK 3/26/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Triphahn Center and Ice Arena Shift

4.104 Shift Procedures for the Triphahn Center

A. Starting Shift
1. Count drawer and record amounts on the daily Drawer/Deposit sheet.
2. Log into the computer using your initials and password.
3. Ask the person that you are relieving if there is any important information you should know.
4. Check the daily building schedule to see what's going on.
5. Look for new messages posted at counter.
6. Check latest news on Rectrac

B. During Shift
1. Answer the phone with, " Good (morning/afternoon, evening), Hoffman Estates Park District Community Center, this is (your name) how may I help you?"
2. Check the towel supplies in the Fitness Center. Empty towel deposit containers in the Fitness center and locker rooms. Start a load in the washer when there are 20 or more dirty towels. Remember to shift the load to the dryer and try to fold the towels during your shift. Check & fill spray bottles for cleaning equipment.
3. Keep an eye on the glass in the windows and doors and clean them as needed.
4. Keep alert for spills and materials dropped on the floors and ensure the lobby areas are kept neat and orderly.
5. Be as polite and helpful as you can be and remember, "Nothing is ever gained by winning an argument and losing a customer. The customer is always right."
6. When the ice rinks will not be in use for over an hour, turn off the rink lights.
7. Place Out of Order sign on equipment if needed. Leave facility manager a message detailing what is wrong with equipment (i.e. – vending machine, fitness equipment, etc.)

C. Ending a Shift
1. Print a Cash Journal Report as soon as someone comes to relieve you or before you are closing.
2. Count your drawer and reconcile to the Cash Journal Report..
3. Remember to sign and date the report.
4. Always leave $150.00 bank in the drawer.
5. Place all revenue, membership cards, registration cards, the Cash Journal Report and the daily Drawer/Deposit sheet in the deposit envelope and put in the drop safe.
6. Check whirlpool.

7. Log out of Rectrac

Approval Date: August 4, 1998	Greg Repede
Revision Date: 8/18/05	Katie Lashbrook
Revision Date: 11/2/11	Mike Kies
Revision Date: 4/23/13	Mike Kies
Revised Date: 3/23/18	Mike Kies

Hoffman Estates Park District
Procedure for Room Rentals at Triphahn Center & Ice Arena

4. 105 Procedures for Room Rentals at Triphahn Center & Ice Arena

Room Rentals

1. Explain room rental guidelines to customer.
2. Check room rental prices, etc.
3. Have customer fill out room rental request.
4. Put reservation in Rectrac with full payment (Additional $250 deposit for after hours or over 100 people).
5. Put original Rental Request in Facility Reservation binder, and a copy in the Facility Manager's mailbox.
6. Obtain Certificate of Insurance if necessary.
7. REMINDER: Final payment must be credit card, money order or cash day of event. Final payment by check must be made 7 business days prior to rental.

Approval Date:	April 19, 2001	
Revision Date:	8/18/05	Katie Lashbrook
Revision Date:	11/03/11	Mike Kies, Fac Director
Revision Date:	4/22/13	Mike Kies, Rec/Fac Director
Revision Date:	3/23/18	Mike Kies
Revision Date:	8/23/2022	A. Kapusinski, Rec Director

Hoffman Estates Park District
Procedure for Triphahn Center
Daily Fee and Open Basketball

4.108 Daily Fee and Open Basketball - Triphahn Center

1. There will be a daily fee for use of locker room, locker, fitness room, and gym as available.
2. There will be an open basketball fee for residents applicable only during designated times. Other times are for members-only, as available.
3. Use of the gym for open basketball and the facility with daily pass requires a photo I.D. and verified address.
4. The customer must print name and then sign the waiver sheet. A verified address will be written in. A photo I.D. will be used when lock and key are given out. A copy of the I.D. will be put in the facility manager's box.
5. At the end of the day the daily fee and open basketball waiver will be put in the facility manager's box.

Approval Date:	January 21, 2000	Greg Repede, Division Director
Revision Date:	April 19, 2001	____________________________
Revision Date:	__10/13/04_______	____Katie Lashbrook________
Revision Date:	11/03/11	Mike Kies, Facilities Director
Revision Date:	4/23/13	Mike Kies, Rec/Fac Director
Revised Date:	3/23/18	Mike Kies
Revised Date:	8/23/2022	A. Kapusinski, Dir. Recreation

AK 8/2023
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Hoffman Estates Park District Triphahn Center & Ice Arena
Front Desk Keys

4.109 Front Desk Keys

1. All members will be given a key when presenting their membership cards. If they have forgotten their card, they must leave their keys or photo I.D.
2. Membership card will not be returned until the lock and key are returned.

Approval Date:		
Revision Date:	10/13/04	Katie Lashbrook
Revision Date:	4/23/13	Mike Kies

Hoffman Estates Park District
New Employee Orientation

4.110 Checklist for Triphahn Center New Employee Orientation

A. Attached is a list of procedures / policies that all new employees must be oriented to prior to working their first shift at the desk. The staff member who trains the new employee should initial the appropriate line.

Approval Date: August 4, 1998	Greg Repede
Revision Date: August 18, 2005	Katie Lashbrook
Revision Date: 3/23/18	Mike Kies

Hoffman Estates Community Center and Ice Arena
New Employee Orientation Checklist

________ Timecards / Schedules

________ Opening Procedures

________ Mid Shift Procedures
(assist with closing duties)

________ Closing Procedures

________ Locks/Doors Procedure

________ Cleaning Duties
(with/without maint. Person)

________ Alarm System

________ Emergency Procedures

________ Whirlpool /Sauna
(chemicals / reset button)

________ Laundry / Towels
(check bins in Fitness Center, locker rooms)

________ Telephone System

________ Paging System

________ Copy Machine / Fax
(loading paper)

________ Supplies Locations

________ Brochure (Guide)

________ Program Changes / Cancellations

________ Registrations

________ Additional Fees

________ Transfers / Refunds

________ Vending Machines
(refunds/change)

________ Memberships / ID

________ Photo ID only

______ Drawer and Back up Bank

______ Res/Nres/Corp.qualifications
(address street listing)

______ Free Guest Day

______ P.O.S. Operations

______ Seascape/Public Skate Punch Cards

______ Cash Journal / Receipts

______ Gift Certificates

______ Computer/Printer Problems
(camera, loading paper, rebooting)

______ Room Rentals

______ Soccer, Basketball, Baseball,
Hockey Registration

______ Resources for Information
(Lobby Postings, Guides, Manuals)

______ Managers Business Cards / How to
Contact them (Maintenance on call)

______ Birthday Parties

______ Building Tours

______ Equipment Room ~~/ Jazzercise~~

______ Pass Printer (loading, cleaning)

______ Open Gym (curtain, hoops)

______ Class Limits and Waiting Lists

______ Printing Rosters

______ Ice Arena Locker Room

______ Freestyle Skate

______ Drop-In Hockey

MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Accepting Deliveries at Triphahn Center

4.111 Accepting Deliveries at Triphahn Center

1. When deliveries are made through the employee entrance at the Ice Arena, service desk staff will respond to bell.
2. Notification must then be given to the staff whose name is on the address label. If there is a yellow delivery sheet (or similar customer copy), place it in the employee's mailbox and leave materials by front cabinets.
3. Deliveries are to be stored in the storage room.
4. If there is a question regarding accepting the delivery, contact the facility manager or office manager.

Approval Date: ______________________ Greg Repede

Revision Date: 8/18/05 Katie Lashbrook

Revised Date: 3/23/18 Mike Kies

Hoffman Estates Park District
Procedure for Front Desk Opening Shift Procedures

4.112 Front Desk Opening Shift Procedures

Front Desk

1. Shut off alarm / Swipe in
2. Turn on front lobby lights and hallway lights (if no custodian is in the building). Leave rink lights off until someone comes to use rinks.
3. Turn on Lobby TVs. Take remote controls and front desk keys.
4. Go into back dance room closet and turn on amplifier for fitness center music.
5. Turn on lights in the fitness center, if not already on. Turn on all TVs in the fitness center.
6. Walk the fitness center checking for cleanliness. Make sure sanitizer bottles are filled. If empty, fill in storage closet next to Pepsi machine.
7. Take dirty towels if not done the night before (if bin is full)
8. Walk to the north side and begin checking hallways and locker rooms for cleanliness.
9. Turn on all lights at the north side desk, if not already on, by using the white switches under the desk TV.
10. Turn on TV behind north side desk and north lobby TV. North side doors must be unlocked everyday no later than 7:00am.
11. Do walk through of the facility to ensure everything is clean and clear.
12. Go back to main desk and sign in to computer. Count cash drawer, log cash count on cash verification slip.
13. Check facility schedule for the morning and latest news.
14. Unlock main doors no later than 5:15am Monday – Saturday and 6:00am on Sunday.
15. Be sure there are towels on the counter for fitness members and the waiver book is open for freestyle skaters and drop in hockey players.

Gym

1. Make sure curtain is up.
2. Make sure basketball goals are down.
3. Make sure athletic closet is locked.

Sauna & Whirlpool

1. Turn on sauna.
2. Check cleanliness and water level in whirlpool.
3. Test whirlpool when required.

Approval Date: ______________________ ________________________________

Revision Date: 4/26/2000 Greg Repede

Revision Date: 10/14/2004 ________________________________

Revision Date: 4/23/13 Mike Kies

Revised Date: 3/23/18 Mike Kies

MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Front Desk Closing Shift Procedures

4.113 Front Desk Closing Shift Procedures

Front Desk
1. Make sure outside employee entrance is locked by 5:00 p.m.
2. Lock doors.
3. End shift in computer and count drawers.
4. Put deposit envelope in safe.
5. Turn off copy machines.
6. Vacuum lobby and mats by entrance if necessary.
7. Wipe off lobby tables if necessary.
8. Straighten magazines on tables.

Sauna
1. Pick up any magazines and/or newspapers.
2. Turn off extra light and timers.

Whirlpool
1. Test chemicals if necessary.
2. Check water level (fill if below skimmer)
3. Use foam out and wipe down if necessary.

Fitness Center
1. Pick up any newspapers and/or magazines and put them away.
2. Check for any towels left behind.

Classrooms
1. Turn off lights.
2. Lock all doors, if not locked.
3. Check outside doors in rooms and make sure alarms are on and doors are closed tight in front and back hall.

Room Rentals
1. Collect fee unless N/C, put in envelope and deposit into safe.
2. Check rental rooms for damage.
3. Empty garbage if there is any food or pop in the rooms.

Gym
1. Check for garbage in bleachers.
2. Raise gym curtain.
3. Make sure basketball goals are down.

Laundry

1. Wash and fold all dirty towels before you leave.
2. Do not leave dryer running after close.
3. Do not leave towels in dryer overnight due to fine hazard.
4. Clean lint trap.

Locker Rooms

1. Make sure empty.
2. Pick up paper towels, etc.
3. Clean as much as possible if no a.m. custodian.

Upon Leaving

1. Make sure everyone has left the building.
2. Make sure all keys are returned to proper place.
3. Make sure all doors are properly locked.
4. Turn off lights.
5. Check parking lot.
6. Turn on alarm.

Approval Date: 4/26/00	Greg Repede
Revision Date: 10/13/04	Katie Lashbrook
Revision Date: 3/23/18	Mike Kies

Hoffman Estates Park District
Triphahn Center & Ice Arena
Power Outage Procedure

4.114 Power Outage Procedure

When the power goes out in the building please follow the below listed procedure. Cell phones will need to be used in the event of total power failure also resulting in phone system failure:

A. Contact **ComEd** --**1/800-376-7693**
Give the following information:
- Account Number--- **0429214004**
- Account Name -------------------------- **Blackhawk Community Center/HEPD**
- Address------------------------------------ **1685 W Higgins Rd, Hoffman Estates**
- Advise if power status is All Out, Partial Power Loss, or Fire
- Write down ticket number created by dispatch

B. Contact **ComEd Account Manager Harpreet Singh**
Advise power status and give ticket number (only need to call one number):
- Office ---**1/847-870-2085**
- Cell --**1/312-402-2432**

If unavailable during business hours (Vacation, etc.), contact her alternate Steve Preston:
- Office --**1/847-870-2090**
- Cell --**1/224-325-9129**

C. In the following order, contact:
- Contact on Call Maintenance ------------------------------**See On Call Calendar**
- John Agudelo---**1/847-309-4952**
- David Young ---**1/847-652-1036**
- Gary Fong--**1/847-630-3664**
- Jeff Doschadis (if Dave unavailable) ------------------------------**1/847-652-0894**
- Debbie Albig (if Gary unavailable) ---------------------------------**1/847-354-8623**

D. For decisions on programs, rentals & events that will be affected during outage, contact:
- Michael Kies ---**1/847-489-9263(Cell)**

E. Contact Alarm Detection Services for fire alarm if necessary--------**1/630-844-6302**

F. In the event the power outage occurs overnight, if necessary contact the Hoffman Estates Police (Non-Emergency)------------------------------**1/847-781-2800**

G. Power outage signs must be placed at the entrance doors (signs are located between the computers at the front desk).

H.**WITH THE EXCEPTION OF COM-ED/COM-ED Account Manager/POLICE, when power is restored to the building, contact all of the above staff to let them know power is back on.**

Approval Date:	8/29/05	Katie Lashbrook
Revised Date:	10/20/08	J. Doschadis
Revised Date:	11/03/11	Michael Kies, Rec/Fac Director
Revised Date:	4/1/14	Michael Kies, Rec/Fac Director
Revised Date:	3/23/18	Mike Kies

Hoffman Estates Park District
Triphahn Center & Ice Arena
Lightning Detection System

4.115 Lightning Detection System – Triphahn Center & Ice Arena

The front desk severe weather warning light, activated by Thor Guard Lightning Protection System, is in use at the Triphahn Center & Ice Arena.

When the light is activated, the front desk staff will do the following:

1. Remove everyone from the playground and lock the gate.
2. Notify preschool teachers or camp staff that the playground is closed.
3. Preschool teachers and/or camp staff will be responsible for contacting the front desk staff to check on the status of the system before using the playground.

Approved: ____________________ ________________________________

Revised Date: 4/22/13 MKies

Revised Date: 12/01/16 MKies/Director Facilities

SEE ATTACHMENT

MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Thorgard Lightning Prediction System

(Please pass this on to all personnel who may take calls from residents)

It may not seem that way but spring is upon us and with that comes the severe weather season. We have re-programmed the Thorgard Lightning Prediction System throughout the District and it will be operating until November 15, 2013.

A few things we need to review about the Thorgard System. The Thorgard is a **"Prediction System",** not a detection system. The difference is that the Thorgard predicts the occurrence of lightning in the area 12 miles away giving adequate time to clear fields and take cover. A detection system only detects the presence of lightning when it is already close by.

A few things can occur with a prediction system that may cause some confusion at first. It may go off on a clear, blue day. This is **not** a defect. It merely has determined conditions exist that could cause a lightning strike and reacts accordingly. It may also **not** go off if thunder or lightning are detected very far in the distance by those in charge of an activity. This means that the storm generating the conditions for lightning is more than 12 miles away. Generally when one hears thunder or sees lightning the system will sound the alert momentarily. If not, the storm has passed the vicinity.

Very windy days with dusty conditions can also trigger the prediction system, as the static electricity caused by the swirling dust mimics lightning.

When the system has determined the chance for lightning does exist, it will go to a red alert and sound the siren with **one long blast**, accompanied by the ignition of a flashing strobe light atop the system. When the system determines that all is clear it will deliver **three short blasts** and the strobe will quit flashing.

There is no siren at TC, PSSWC, or WRC. There are no active fields for concern. TC has a flashing strobe behind the counter. The playground should be evacuated during a red alert flashing strobe.

We must impress on those out in the field with authority to control games or practices to use the prediction system as an **aid to making decisions of safety**. As with all technology, systems can and do fail occasionally. We don't anticipate this as a problem but all supervisors and umpires should be the ultimate lightning detectors and err on the side of conservatism when it comes to lightning safety. **If thunder is heard, lightning is present!!!** Games or practice should be halted, the field cleared, and shelter taken. Normally if ten minutes elapse without thunder or lightning then that weather system has passed. **Umpires and area supervisors should monitor the weather on days they work to be better prepared for contingencies.** Coaches tend to want to play through anything so they should not sway the decision of the umpire or supervisor.

Other situations may arise but if weather forecasts, weather conditions, and the Thorgard are used in conjunction with common sense correct decisions will be made.

Any questions on the above information or situations encountered by the Thorgard System can be direct to Al Taylor (ataylor@heparks.org) or 847-652-2602.

4/17/2013

Hoffman Estates Park District
Triphahn Center Member Referral Procedure

4.116 Triphahn Center (TC) <u>Member Referral Program Procedure</u>

The TC member referral program is designed to reward members who refer new members to the facility.

A. Either the new member or the existing member will need to notify the service desk and have a member referral form completed. This form once completed should be forwarded to the TC Facility Manager who in turn will forward it to the business department for processing.

B. A new member is defined as a member who has never been a contracted member at TC. A member who was a member then leaves, for whatever reason, and then comes back to TC is not eligible to be referred under this program.

C. For the existing member to be eligible to receive benefit under this program, the new member must stay active for a minimum of 60 days.

D. The existing member must also be active at the time the member is due to receive the referral benefit.

E. Existing member will be eligible to receive benefit equivalent to their monthly membership dues up $21
   1. If the existing member were a CCFRJ, they would receive a $19 benefit.
   2. If the existing member were a CCFNF/A, they would receive a $21 benefit.

F. The member referral program provides a benefit per person referred.
   1. If the existing member refers an individual, they would receive 1 referral benefit.
   2. If the existing member is an individual and refers their spouse or child, they too are eligible to receive a referral benefit.

Approval Date: ____4/19/13______ ________Mike Kies_________________

Revision Date: ______3/23/18_____________ ______Mike Kies__________

Revision Date: ________________ __________________________________

MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Triphahn Center Member Referral Procedure

<u>4.116 Triphahn Center (TC) Member Referral Program Procedure</u>

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   1. If the existing member refers an individual, they would receive 1 referral benefit.
   2. If the existing member is an individual and refers their spouse or child, they too are eligible to receive a referral benefit.

Approval Date: ____4/19/13______ ________Mike Kies_________________

Revision Date: ____3/23/18______ ________Mike Kies_________________

Revision Date: ____8/01/19______ ________N.Hopkins_________________

Review: NH 8/01/19
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Opening Willow Recreation Center

4.201 Opening Willow Recreation Center

A. Front Desk
   1. Shut off alarm.
   2. Turn on lights.
   3. Wind up breaker bars and unlock front doors at designated open time.
   4. Count money in cash drawer.
   5. Log drawer count.
   6. Start shift in computers.
   7. Turn on copier machine.
   8. Turn on camera.
   9. Turn off upstairs room lights.
   10. Check calendar for rentals or special events.
   11. Put on name tag.
   12. Vacuum if necessary.
   13. Check washrooms and lockerrooms. Pick up and wipe down if necessary.

B. Gym & Mini Gym
   1. Make sure curtain is up in main gym.
   2. Make sure basketball goals are down.
   3. Make sure athletic closet is locked.

C. Fitness
   1. Pick up any magazines, towels and debris lying around.
   2. Turn on machines, close door.

D. Laundry
   1. Do any towels that need to be done.

E. Classrooms
   1. Unlock preschool rooms during the week.
   2. Turn off lights in upstairs rooms.

F. Room Rentals
   1. Make sure room is set up and clean as needed.
   2. Unlock room after collecting any balance due for the rental.

Approval Date:	April 19, 2001	____________________________
Revision Date:	__8/19/05___	____Katie Lashbrook_______
Revision Date:	___4/26/13___	___MKies, Director Rec/Fac_____
Revision Date:	2/16/18	MKies, Director of Recreation & Facilities

Hoffman Estates Park District
Procedure for Shift Procedures at Willow Recreation Center

4.202 Shift Procedures - Willow Recreation Center

A. Starting Shift
   1. Count drawer and record amount on **shift sheet**.
   2. Log into the computer using your initials and password.
   3. Put on name tag.
   4. Ask the person that you are relieving if there is any important information you should know.
   5. Check the daily building schedule to see what's going on during your shift: programs, rentals, etc.
   6. Look for new messages posted **on latest news**.
   7. Check towel supply. Towels must be clean and folded before end of shift.

B. During Shift
   1. Answer the Willow Recreation Center telephone: Good morning (afternoon or evening), Willow Recreation Center. This is ___________, how may I help you?
   2. Be as polite and helpful as you can be and remember: "Nothing is ever gained by winning an argument and losing a customer. The customer is always right."
   3. Never try to guess what the correct answer is. Either direct the call or question to the appropriate person, or take a detailed message and let the customer know a supervisor will get back to them as soon as possible.
   4. Check building at 1-hour intervals, including locker rooms, washrooms, preschool rooms for unlocked doors, lights on, etc. as well as outside doors.
   5. Clean, straighten up, vacuum the above areas as needed.

C Room Rentals
   1. Make sure room is set up and clean as needed.
   2. Unlock room after collecting any balance due for the rental.

D Ending a Shift
   1. End shift and enter transactions into RecTrac.
   2. Don't forget to sign the sheet and record your starting amount on the sheet at the top, as well as the drawer that you used.
   3. Always be sure to leave $100 in the drawer.
   4. Place all revenue, membership cards, cash report, and registration in the deposit envelope.
   5. **Place deposit envelope in drop safe in manager's office.**

Approval Date:	April 19, 2001	____________________________
Revision Date:	___8/18/05__	_____Katie Lashbrook______
Revision Date:	__4/26/13____	_MKies, Dir Rec/Fac__________
Revision Date:	2/2018	MKies, Director of Recreation & Facilities

Willow Recreation
Center Supervisor Training Checklist

The following is a list of procedures that all new desk staff must be oriented to and trained in prior to working their first shift at the desk alone. The staff member that is training and the new employee should both initial the appropriate line after that training has been done**.**

______ Computer Swipe In /Schedules

______ Opening Procedures

______ Mid shift Procedures
(assist with closing duties)

______ Closing Procedures
(check all doors every night)

______ Keys Procedure

______ Cleaning Duties
(with/without maint. person)

______ Alarm System

______ Emergency Procedures

______ Towels
(check bin in Fitness room)

______ Telephone System

______ Paging System

______ Copy Machine/Fax
(loading paper)

______ Supplies Locations

______ Brochure

______ Program Changes/Cancels

______ Registrations

______ Additional Fees

______ Transfers/Refunds

______ Vending Machine
(refunds/change)

______ Memberships/ID

______ Dog Park Passes

______ Dog Park Vaccines

______ EFT Program

______ Payment for Suspended Memb.

______ Photo ID Only

_____ Res/NRes/Corp. qualifications
(address/street listing)

______ Back up Bank

______ Pass Printer
(loading, cleaning)

______ POS operation

______ Merchandise

______ Cash Journal

______ Manual Sheets

______ Gift Cards

______ Computer Problems

______ Facility & Park Rentals (Booking / Paying)

______ Facility Rental Deposits

______ Permanent Court Time
(form/Payment/reserving court,

______ Open Basketball
(fees, curtains, hoops)

______ Resource Information
Binders
Flip Flop

______ Program Managers Business Card
(maintenance on call list)

______ Birthday Parties (types / booking)

______ Building Tours

______ Equipment Room

______ Walleyball Bag Check
(before &After)

_______ Basketball, Soccer, Baseball Reg.

_______ Printing Rosters

_______ Class Limits and Waiting Lists

_______ MOD (checklist)

_______ Seascape/Public Skate Swipe Pass

________ STAR Registration

Hoffman Estates Park District
Procedure for Willow Recreation Center
Center Supervisor Training Checklist

4.204 Willow Recreation Center – Center Supervisor Training Checklist

A. Attached is a list of procedures/policies that all new desk staff must be oriented to and trained in prior to working their first shift at the desk alone. The staff member who is training and the new employee should both initial the appropriate line after training has been done.

Approval Date: April 19, 2001 ____________________________

Revision Date: __8/19/05__ ____Katie Lashbrook_______

Revised Date: ___________3/23/18______ ______Mike Kies__________

Hoffman Estates Park District Community Center
~~Opening Procedures for~~ Emergency Procedures
Willow Recreation Center

4.205 Emergency Procedures – Willow Recreation Center

A. Accidents / First Aid

1. Prevention is best. If you see a situation that you believe is dangerous, please take necessary action. Many accidents can be avoided.
2. ~~2.~~ In the event of an accident, fill out the Accident/Incident Report immediately and completely. Try to get witness information. If the
3. Do not allow anyone with neck or back injury to move.
4. Use disposable gloves if blood or any other bodily fluids are present. The gloves are in the cabinet marked **First Aid**.
5. Use CPR method shield for CPR in the cabinet marked **First Aid**. CPR prompt is also available.
6. Do not dispense medication. Ice-packs are in the cabinet marked **First Aid**,
7. All items that have been contaminated by body fluids must be disposed of in the red Biohazard Bag in the cabinet marked **First Aid**.
8. Notify parents or relatives if necessary.

B. Disasters

1. Power Outage.
   a. Notify fire department (non-emergency).
   b. Notify alarm Company.
   c. Notify Director of Park Services Development / Risk Management. Circuit breakers must be hit.
   d. Notify Business Department.
   e. Notify The Triphahn Center
   f. Flashlights are available next to the walkie talkies.
   g. If outage occurs at night, everyone must leave the building.
   h. If outage occurs during the day, decisions need to be made about classes, etc.
   i. When power comes back on, repeat 1st five steps.

2. Fire
   a. Pull alarm **& Evacuate building.**
   b. Shut off equipment and lights.
   c. Check locker rooms, close doors behind you, and go to posted area.

3. Tornado
   a. Listen to emergency weather at counter.
   b. Inform building.
   c. Go to designated posted area.

4. Hazardous Chemical Spill
   a. Evacuate area.
   b. Cordon off area.

5. Gas Leak
   a. Eliminate source of ignition if possible.
   b. Notify ComEd.
   c. Inform building.
   d. Evacuate building.

6. Flood
   a. Stay out of flooded area if electrical equipment.
   b. Shut down what you can.
   c. Notify ComEd.
   d. Inform building.
   e. Evacuate building.

Approval Date: 4/19/01 ________ Greg Repede ________

Revision Date: 8/18/05 ________ KLashbrook ________

Revision Date: 4/26/13 ________ MKies, Director Rec/Fac ________

Revised Date: 3/23/18 ________ Mike Kies ________

Hoffman Estates Park District Community Center
Procedure for Front Desk Locks, Keys and Towels
Willow Recreation Center

4.207 Front Desk ~~Locks~~, Keys and Towels

1. All members will be given a membership card **to swipe in the fitness room**. If they have forgotten their card, they must leave their keys or photo ID **at the Front Desk to receive a key**.
2. Coats, etc. should be left in a locked locker for safety and insurance purposes.
3. Single keys are for people looking at Fitness room for the purpose of purchasing a membership. A photo ID or set of keys must be left until the key is returned.

Approval Date: ______________________	Greg Repede
Revision Date: 8/18/05	Katie Lashbrook
Revision Date: 4/26/13	Mike Kies, Director Rec/Fac
Revision Date 2/2018	Mike Kies

MK 3/2018

Hoffman Estates Park District
Procedure for Front Desk Closing Shift Procedures
at Willow Recreation Center

4.210 Front Desk Closing

Front Desk
1. Change garbage in office area and lobby.
2. Vacuum office area, entrance and upstairs racquetball hallway **if no custodian**.
3. Wash front door windows.
4. Turn off radio and copier.
5. End shift in computer and count drawer.
6. Put deposit in drop safe and bank in safe.
7. Do front door breaker bars and lock front door.
8. Check to make sure all doors throughout the facility are secured.
9. Be sure all exit & emergency doors are locked and secured.
10. Complete MOD (manager on duty) checklist, including checking AED and forward to supervisor

Classrooms
1. Be sure all room lights are off.

Restrooms
1. Pick up anything on the floor.
2. Flush toilets and urinals.
3. Wipe down counters, if needed.

Locker Rooms
1. Pick up anything on the floor.
2. Flush urinals and toilets.
3. Wipe down counters.
4. Close lockers.

Gym & Mini Gym
1. Pick up anything on the floor and **on or under** bleachers.
2. Make sure closet is locked.
3. Make sure doors are secure.
4. Make sure basket hoops are down.
5. Make sure curtain is up.
6. Check all doors are locked.

Weight Room
1. Turn off all machines.
2. Turn off televisions.
3. Make sure fan is off.
4. Pick up anything lying around.

Laundry
1. Be sure towels are done.
2. DO NOT leave washer or dryer running overnight.

Upon Leaving
1. Make sure building is empty.
2. Turn off all lights (master switch).
3. Set alarm with assigned code.

Approval Date: ____________ _________________________

Revision Date: ___8/18/05__ _____Katie Lashbrook____

Revision Date: ___4/26/13___ ___MKies, Director Rec/Fac_____

Revision Date 2/16/18 MKies, Director Recreation & Facilities

Hoffman Estates Park District
Willow Recreation Center
Procedure for Conducting Fitness Center
Potential Member Tour

4.212 Procedure for Conducting Fitness Center Potential Member Tour

GOAL: To consistently create a 100% positive impression.

A. Introduction

Greet the customer. Your attitude determines the outcome!

____
Your Name

If the opportunity presents itself, a tour will be provided.

1) Give potential member a brochure and offer a tour.
2) Explain that we have membership options other than resident and non-resident.
3) Ask where he/she heard about the fitness center.
4) Ask what he/she is particularly interested in. Listen carefully. Customize the tour to emphasize his/her priorities.

- **Get in Shape**
  Discuss "all around" workout for weight training, cardio equipment for aerobic training and a mat area for stretching to improve flexibility. The fitness center offers fitness assessment, personal training which includes an Exercise Physiologist and Physical Therapist.

- **Lose Weight**
  Discuss weight training for body toning. Excellent cardio equipment and track for calorie burning activities. The fitness center has a weight management program to assist the potential member in getting started.

- **Health**
  Discuss all of the above. In addition we offer classes in Yoga, Stretching and Pilates as well as regular fitness classes.

B. TOUR

Don't rule out the social aspect. Emphasize friendly qualified staff and interesting members. Introduce staff or members while you are conducting the tour.

Be sure to include the gym and the locker rooms.

C. SALE

1) Ask if there are any questions or if he/she is ready to join the fitness center.
2) Have him/her fill out the card and sign it.
3) Take an ID photo.
4) Give the customer his/her receipt.
5) Ask if he/she would like to work out today and continue talking with them until they are finished talking.
6) Remember his/her name and interests and take a personal interest whenever you see him/her.

Approval Date:	5/14/98	Greg Repede
Revision Date:	10/13/04	Katie Lashbrook
Revision Date:	4/23/13	Mike Kies
Revision Date:	2/2018	Mike Kies

Hoffman Estates Park District
Procedure for Room Rentals at Willow Recreation Center

4. 213 Procedures for Room Rentals at Willow Recreation Center

Room Rentals

1. Explain room rental guidelines to customer.
2. Check room rental prices, etc.
3. Have customer fill out room rental request.
4. Put reservation in Rectrac with full payment. **(Additional $250 deposit for rentals after hours or over 100 people)**
5. Put original **rental request** in Facility Reservation binder, copy in drop with deposit receipt and a copy in the Facility Manager's mailbox.
6. Obtain Certificate of Insurance if necessary.

Approval Date: April 19, 2001 ____________________________

Revision Date: __8/18/05___ ____Katie Lashbrook _________

Revision Date: ____11/03/11_ _____Mike Kies, Fac Director____

Revision Date: ______4/22/13 ______Mike Kies, Rec/Fac Director_

Revised Date: ___________3/23/18______ ______Mike Kies__________

Revision Date: 9/7/2022 Alisa Kapusinski, Dir. Recreation

Hoffman Estates Park District
Willow Recreation Center
Daily Fee and Open Basketball

4.214 Daily Fee and Open Basketball - WRC

1. There will be a daily fee for use of locker room, locker, fitness room, and gym as available.
2. There will be an open basketball fee for residents residents applicable only during designated times. Other times are for members-only, as available.
3. Use of the gym for open basketball and the facility with daily pass requires a photo I.D. and verified address.
4. The customer must print name and then sign the waiver sheet. A verified address will be written in. A photo I.D. will be used when a key is given out. A copy of the I.D. will be put in the facility manager's box.
5. At the end of the day the daily fee and open basketball waiver will be put in the facility manager's box.

Approval Date:	January 21, 2000	Greg Repede, Division Director
Revision Date:	April 19, 2001	____________________________
Revision Date:	__10/13/04_______	____Katie Lashbrook________
Revision Date:	11/03/11	Mike Kies, Facilities Director
Revision Date:	4/23/13	Mike Kies, Rec/Fac Director
Revision Date:	3/23/18	Mike Kies
Revision Date:	8/23/2022	Alisa Kapusinski, Dir. Recreation

AK 8/2022
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Willow Recreation Center Member Referral Procedure

4.215 Willow Recreation Center (WRC) Member Referral Program Procedure

The WRC member referral program is designed to reward members who refer new members to the facility.

A. Either the new member or the existing member will need to notify the service desk and have a member referral form completed. This form once completed should be forwarded to the WRC Facility Manager who in turn will forward it to the business department for processing.

B. A new member is defined as a member who has never been a contracted member at WRC. A member who was a member then leaves, for whatever reason, and then comes back to WRC is not eligible to be referred under this program.

C. For the existing member to be eligible to receive benefit under this program, the new member must stay active for a minimum of 60 days.

D. The existing member must also be active at the time the member is due to receive the referral benefit.

E. Existing member will be eligible to receive benefit equivalent to their monthly membership dues up to **$16**
   1. If the existing member were a WCFRJ, they would receive a $13 benefit.
   2. If the existing member were a WCFNF/A, they would receive a $14 benefit.

F. The member referral program provides a benefit per person referred.
   1. If the existing member refers an individual, they would receive 1 referral benefit.
   2. If the existing member is an individual and refers their spouse or child, they too are eligible to receive a referral benefit.

Approval Date: ____4/19/13______ ________Mike Kies_________________

Revised Date: ___________3/23/18______ ______Mike Kies__________

Revision Date: ________________ __________________________________

MK 4/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
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Approval Date: ____4/19/13______ ________Mike Kies_________________

Revised Date: ____3/23/18______ ________Mike Kies_________________

Revision Date: _____8/01/19_____ _______N.Hopkins__________________

Review: NH 8/01/19
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for ID Swiping
Seascape Family Aquatic Center

4.301 ID Swiping - Seascape Family Aquatic Center

A. All residents, employees or commissioners must present a valid ID card in order to receive their appropriate rate.

B. In the event that they have forgotten their card, they may present their Drivers License. (Please remind the individual to bring the actual ID the next time.) Look up their name and check the status of their card on the Member ID pick-list.

C. If the card comes up invalid, the resident may need to renew the card.

D. If the card comes up invalid and the resident has a receipt verifying that they have just renewed, charge them the resident rate. Write down the name and ID number and contact the Aquatic / Program Manager at Ex. 417.

Approval:	____8/8/05______	_____Katie Lashbrook_____
Revised Date:	03.29.18	Dru Steinhoff
Revised Date:	________________	_____________________

Hoffman Estates Park District
Procedure for Safe In-Service Training
At Seascape Family Aquatic Center

4.302 Safe In-Service Training
When an in-service training is conducted for staff members at Seascape Family Aquatic Center the following must occur:

1) All training sessions must be scheduled before the training takes place. No unscheduled training will take place in the facility.

2) Prior to training all equipment must be inspected by manager on duty. If a piece of equipment is determined unsafe for use it will not be used. Equipment to be inspected includes, but is not limited to the following:
   - Backboard and all components of the backboard
   - Rescue bag and it contents
   - Oxygen tank
   - Rescue tubes
   - Seal Easy Masks
   - Lifeguard Chairs

3) When performing rescue techniques on an "unconscious" victim make sure all of the rescuers are performing the duties assigned. The person responsible for the extrication of the victim on the backboard must make sure the board grip is dry. When repeating this drill the person at the head of the board is responsible for drying off the grips prior to the simulated rescue beginning. If the board is not dried the trainer is responsible for stopping the training until proper procedures are followed.

4) All persons attending the training must sign in and will be held accountable for their actions at the training.

Approval Date: __8/8/05____ ____Katie Lashbrook_

Revision Date: ____________ ____________________

Reviewed: 3/2018 DSteinhoff

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Seascape Family Aquatic Center
Accident Reporting Procedures

4.303 Accident Reporting Procedures

1. An accident report must be completed for any injury that occurs on Hoffman Estates Park District property or at any program sponsored by the Park District
2. Only Hoffman Estates Park District personnel can prepare an accident report.
3. All personnel must adhere to the following guidelines regarding accident procedures when an injury occurs:
   MINOR INJURIES:
   - Cautiously administer first aid. **WEAR FIRST AID GLOVES.**
   - Complete an accident report.
   - When in doubt about the extend of the injury:
     - Call 9-1-1 for emergency paramedical service. **DO NOT ATTEMPT TO DIAGNOSE EXTENT OF INJURY.**
   - If the injury is serious, contact parents/family/guardian immediately and inform them of the situation
   - After paramedics give proper medical attention, fill out accident report.

4. SERIOUS INJURIES:
   - Immediately call 9-1-1 for emergency paramedical service.
   - Contact parents/family/guardian immediately and inform them of the situation. If they can not get to the facility, have them remain on the telephone until the fire department contacts them.
   - Fill out an accident report.
   - If an injury requires hospital services, be certain that a proper follow-up is performed. Keep informed of patron's condition.

5. PREPARATION OF ACCIDENT REPORT
   - Refer to the attached accident report.
   - Obtain as much information as possible regarding the accident.
   - Be thorough in your description of the injury, how it occurred, what type of first aid was administered.
   - Others should be able to read the accident report and fully understand the circumstances involved.

6. WITNESSES
   - Obtain as many witnesses as possible.

- In the case of serious injury requiring advanced medical attention, it is important to get a wide variety of witnesses. This is to ensure that eyewitness accounts of the injury are as objective as possible.
- Make sure to record the witness(es) name, address and telephone number.

7. FOLLOW-UP
   - Should be made by the pool manager as soon as possible following the accident.

Approval Date:	8/8/05	Katie Lashbrook
Revised Date:		

Hoffman Estates Park District
Seascape Family Aquatic Center
Bloodborne Pathogen/Infectious Diseases and
Clean-Up Procedures

4.304 Bloodborne Pathogen/Infectious Diseases & Clean-Up Procedures

1. General Information – **WEAR FIRST AID GLOVES.**
In this era of AIDS and other infectious diseases, it is extremely important for all employees to exercise extreme caution when administering first aid or handling even the smallest amount of blood in any way.

If any employee sees blood anywhere in the pools or concession are or on the pool deck or first aid room, immediately contact a manager to disinfect the area.

2. Bloodborne Pathogen Clean-Up Procedures – **WEAR FIRST AID GLOVES.** In order to minimize workplace exposure to and prevent the spread of infectious diseases, the Hoffman Estates Park District will train all aquatic personnel in the following procedures:

CLEANING:
- The Park District shall ensure that each worksite is maintained in a clean and sanitary condition.
- A written schedule for cleaning and methods of decontamination based on the worksite will be developed.
- All equipment and working surfaces must be cleaned and de-contaminated after contact with blood or other potentially infectious diseases.

PRECAUTIONS:
Other infections, in addition to HIV virus, Hepatitis B virus and AIDS can be present in blood or non-intact body tissue, excrement or other bodily fluids. Therefore, the following procedures are required when handling these potentially hazardous materials. **WEAR FIRST AID GLOVES.**
- Hand-washing: This should be done frequently by staff. It is required prior to and after food preparation, after any contact with any bodily fluids and after using the restroom.
- Protective Gloves: These must be resistant to blood. Such gloves should be immediately available for use in the area where need is most predictable. They must be intact with no punctures. Care should be taken to avoid bodily contact with blood or other bodily fluids of other persons.
- Solid Surfaces: These should be cleaned promptly with disinfectants such as household bleach. Disposable towels and tissues should be

used whenever possible and properly disposed of in a biohazard container, or an equivalent.

- Employees should avoid placing their hands in trash or waste containers in order to "pack down" the trash. Employees should handle all trash with extreme caution.
- All cuts and open wounds should be covered, following basic first aid procedures. **WEAR FIRST AID GLOVES.**
- Disinfectants should be stored in a safe area that is not accessible to unauthorized participants.
- Documentation of incidents of contact with blood or other bodily fluids should be made whether or not a participant or employee is known to have a communicable disease.
- Clean-up: Wear disposable gloves and discard them following the clean-up. If gloves are not available, immediately wash hands and other affected areas with soap and water after contact.
- Immediately clean and disinfect soiled areas using paper towels, soap and water, 70-90% isopropyl alcohol, 1-cup of bleach to 4-gallons of water.
- Rinse clothing soaked with bodily fluids and place in a plastic bag to be sent home to be cleaned.
- Place paper towels and disposable gloves in plastic bags and dispose of.
- Thoroughly wash hands and other skin that may have come in contact with bodily fluids using soap and water or other antiseptic hand cleanser.

Approved Date: 8/8/05 Katie Lashbrook

Revised Date: ____________ ________________________________

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
Chlorine Leak Procedures

4.305 Chlorine Leak Procedures

1. Observe the Hoffman Estates Park District flag at the parking lot entrance.
2. Remove all participants from the pool, opposite the direction of the flag movement.
3. Call 9-1-1 (Fire Department)
4. Call main office 847.885.7500
5. Meet the Fire Department.
6. If needed, begin telephoning the children's parents.
7. Keep all participants together until the fire departments give an "all-clear". This includes not letting guests go to their cars … if the fumes are blowing in the direction of their cars.

Approval Date: 8/8/05 Katie Lashbrook

Revised Date: ________________ ________________________________

Revised Date: ________________ ________________________________

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
Closing Procedures

4.306 Closing Procedures

1. Make sure that all patrons are out of the facility.
2. Complete a 100% full pool bottom scan and document ins closing checklist that it was clear.
3. Clean and wash down pool deck and restrooms.
4. All safety equipment (rescue tube, extension assists, backboards) must be returned to the front office.
5. Tubes will be put in their proper storage area.
6. Umbrellas are to be lowered and lounge chairs are to be arranged in a north/south direction.
7. Restock toiletries.
8. All attendance sheets are to be turned in and cashier drawer is to be balanced and tallied.
9. Guest Services to inspect slide and return all tubes to the storage area.
10. Empty skimmer basket in both the baby and main pools.
11. Visually skim top and bottom of the pool to determine if vacuuming is needed.
12. Lock up office and restroom doors.
13. Punch in personal code to turn on the alarm system.
14. Lock the front gate.

Approval Date: 8/8/05 Katie Lashbrook

Revised Date: 4/25/13 Michael R. Kies, Director Rec/Facilities

Revised Date: ______________ ______________________________

Reviewed DS 2/2018
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
Equipment Cleaning Procedures

4.307 Equipment Cleaning Procedures

1. Wash all material with soap and water and thoroughly rinse. Materials that participants put into their mouths should be washed after each use.
2. Use disinfectant solutions to clean equipment when contact with blood or other bodily fluids have made.

Approved Date: 8/8/05 Katie Lashbrook

Revised Date: ______________ ______________________________

Revised Date: ______________ ______________________________

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
First Aid Procedures

4.308 First Aid Procedures

1. A first aid and CPR certification is required for all lifeguards.
2. For any incident involving blood or any bodily fluids, **WEAR FIRST AID GLOVES**,
3. The majority of pool accidents, which require first aid, include small scrapes and scratches. The following procedures are required for these incidents:
   (a) If the person is extremely upset or anxious, calm him/her.
   (b) Clean the affected area with hydrogen peroxide and gauze.
   (c) Cover the cut with a bandage or with gauze and medical tape.
   (d) Remind patron he/she is not allowed in the water while wearing the bandage(s).
   (e) Complete an Accident Report **no matter how small the injury**. (See section on attached Accident Report.)
4. Heavy Cuts: **WEAR FIRST AID GLOVES**
   (a) Cover the bleeding area with gauze and apply pressure.
   (b) NEVER remove the old gauze. It could start the bleeding once again. If necessary, add more gauze.
   (c) Raise the bleeding area **above** the heart.
5. Nose Bleeds: **WEAR FIRST AID GLOVES**
   (a) Place the gauze or paper towel beneath the nose and tilt head upward.
   (b) If bleeding continues, place ice pack(s) on the bridge of the nose.
6. Heat Exhaustion:
   (a) The person will be very sweaty, clammy, disoriented and feel lightheaded.
   (b) Remove the person from the sun and cool off with a cold shower, ice packs or wet towels.
7. Heat Strokes **– MUCH MORE SERIOUS**
   (a) The person may be unconscious, feel extremely hot to the touch and/or look red.
   (b) Remove the person from the sun and shade him/her. Cool the body as quickly as possible using ice packs, wet towels and/or a cold shower.
   (c) Call 9-1-1 immediately.
8. Splinters & Foreign Objects
   (a) A pool employee MAY NOT remove these objects.
   (b) Call pool manager.

Approval Date: 8/8/05 Katie Lashbrook

Revised Date: ________________ ________________________________

Revised Date: ________________ ________________________________

Reviewed DS 2/2018
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
Opening Procedures

4.309 Opening Procedures

1. Enter Seascape Family Aquatic Center through the front entrance, using the key to unlock the front gate.
2. Unlock front office.
3. Using personal code, turn off alarm.
4. Complete 100% full pool bottom scan.
5. Inspect the condition of the pool office and pool deck. Look for any needed repair(s).
6. Deck surfaces should be clean and clear of slip/fall hazards.
7. Wash down deck and arrange lounge chairs … north to south.
8. Turn on slide and place all life-saving equipment on the lifeguard stands.
9. Stands must be in place before the opening of the pool.
10. Wipe down all tables and chairs.
11. Take vacuum out of the pool if it has been in the water the following night.
12. Check restrooms for any needed personal items (toilet tissue, sanitary products, etc.).
13. Empty skimmer basket in both the baby and main pools.

Approval Date: 8/8/05 Katie Lashbrook

Revised Date: 4/25/13 Michael R. Kies, Dir of Rec/Facilities

Revised Date: ______________ ______________________________

Reviewed DS 2/2018
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
Seizure-Prone Policy Procedures

4.311 Seizure-Prone Policy

Conclusive seizures are disorders of brain functions characterized by recurrent attacks, involving changes in the state of consciousness, motor activity or sensory phenomena, which is sudden in onset and brief in duration. Attacks are often accompanied by convulsions in which the patient falls to the floor and undergoes violent involuntary contraction of muscles. In an aquatic setting, a participant may drop below the water surface.

In order to provide a safe swimming environment for seizure-prone guests, the Hoffman Estates Park District has developed this current procedure:

1. Those guests who have been identified as seizure-prone should be pointed out to the manager and lifeguards on duty.
2. Participation may be limited to those guests whose seizures are controlled by medication, unless one-on-one supervision ratio is available. These guests may use personal protection flotation devices for buoyancy and sense of personal security.
3. Staff members on duty need to realize that the use of the personal flotation device is not to prevent drowning. This guest must be watched closely. Lifeguards are trained for special situations involving seizures through first aid and National Pool and Waterpark Lifeguard Training and Jeff Ellis and Associates.
4. When first informed you have an individual in your program who may have seizures, follow these procedures:
   - (a) Note on lesson-plan the names of the guest(s) who may have seizures.
   - (b) Note medication information on the class list.
   - (c) Inform instructors and lifeguards.
   - (d) Be alert to the possibility that the individual may have a seizure while participating in the program.
   - (e) Know first aid and rescue procedures in the event of a seizure.
   - (f) If a seizures occurs in the water:
     - ➢ Instructor should support the victim's head, keeping his/her face above water, head tilted back to provide a clear airway.
     - ➢ The individual should be turned on his/her side to allow saliva to drain from his/her mouth.
     - ➢ The individual should be kept away from the poolside to avoid injury caused by movement of limbs.
     - ➢ Individual should be removed from the water and not allowed to reenter the water for the remainder of that particular program session.
     - ➢ Allow the person to rest.
     - ➢ The occurrence of a seizure should always be reported to the individual's parent/guardian or group home advocate.

5. Precaution: If you know the victim is seizure-prone, it is usually not necessary to call the paramedics unless:
   - The seizure lasts longer than a few minutes.
   - Another seizure begins soon after the first.
   - He/she does not regain consciousness after the convulsion has stopped.

   PARAMEDICS SHOULD BE CALLED:
   - If the victim is pregnant.
   - Carries identification or is known to be a diabetic.
   - Appears to be injured.
   - Has swallowed large amounts of water.

Approval Date:	8/8/05	Katie Lashbrook
Revised Date:		
Revised Date:		

HOFFMAN ESTATES PARK DISTRICT
Seascape Family Aquatic Center
Weather Procedures

4.312 Weather Procedures

1. All aquatic staff will be responsible for calling the aquatic park 30-minutes prior to the beginning of their shift, unless otherwise notified.
2. When weather is questionable, the managers will contact the aquatic supervisor to determine whether or not to close the facility.
3. The facility may close under the following conditions:
   a) Air Temperature: the facility will close if the air temperature is below 68-degrees and/or raining. The forecast prediction is cool and cloudy all day.
   b) Electrical Storm / Lightning: Temporary closing. The pools are cleared until further notice.
   c) Heavy Rain: Heavy enough to prevent guards from seeing the bottom of the pool.
   d) Tornado Warning / Alert: Park District administration will contact the pool manager to take further action.
4. Personnel responsible for closing the facility **should never leave unattended children**:
   a) The conclusion of public swim.
   b) In case of inclement weather or a facility emergency.
5. Staff must provide ample opportunity for unattended children to utilize the telephone for a local telephone call. Wait with the child/children for a reasonable period of time. When appropriate, notify the Hoffman Estates Police Department.

Approval Date:	8/8/05	Katie Lashbrook
Revised Date:	4/25/13	Michael R Kies, Dir Rec/Facilities
Revised Date:		

Reviewed DS 2/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Ice Arena
Ice Resurfacing & Maintenance Procedure

4.403 Ice Resurfacing & Maintenance

A. The Zamboni machine is the device used to clean and resurface the ice. This machine requires hours of training and practice. Driving the Zamboni is a continuing learning process.
B. The Zamboni used at the Hoffman Estates Ice Arena is a propane, Model 540.
C. The blade is changed weekly (Never change a blade w/out help from the General Manager/Operations Manager.)
D. The machine is maintained in-house.
E. Should the machine break down contact the Operations Manager, General Manager, Parks/Maintenance Dept.
F. The following items are operational steps and reminders to help drivers to drive safe and properly resurface the ice.
    1. Start the Zamboni at the lowest idle position possible.
    2. Raise the conditioner.
    3. Place the towel on the conditioner.
    4. Lock the Zamboni entrance doors in place.
    5. Do not begin a resurface until the entire surface is clear of skaters and objects.
    6. Back out of the Zamboni room sounding horn. Pulling onto and off the ice surface is to be done carefully.
    7. Once on the ice, close garage doors with remote.
    8. Come to a complete stop before shifting and driving forward.
    9. While making ice, utilize the time allotted. Usually this segment is ten (10) minutes.
    10. On final lap open garage doors with remote.
    11. When exiting the ice surface, remember to shut off conveyors and raise the conditioner. The conditioner should be raised prior to the rear wheels touching concrete.
    12. Close garage door.
    13. Dump and melt snow.
    14. Melt the snow in the horizontal conveyor.

G. Reminders
    1. Never stop the machine on the ice if the conditioner is on the ice.
    2. If you must stop, quickly turn off the water, turn off the conveyers and raise the conditioner.
    3. No passengers are allowed on the Zamboni unless approved by General Manager and Operations Manager.

Approval Date: 8/8/05 Katie Lashbrook

Revision Date: ______ ______

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Ice Arena
Ice Edger Procedure

4.404 Ice Edger

1. Put on all protective safety equipment.
2. Check oil and gas levels.
3. Start the edger out on the ice.
4. Edge away a little at a time.
5. Do not touch steel or concrete with the edger.
6. Leave enough ice as to not cut the lines.
7. Use caution when near the edge of the ice surface. (Close ice surface doors.)
8. Chip off the excess ice along the corners.
9. Return all equipment to original storage locations.

2. If equipment is not functioning properly, contact the General Manager of Ice Operations. when near the edge of the ice surface. (Close ice surface doors.)
3. Chip the excess ice off along the corners.
4. Return all equipment to original storage locations.
5. If equipment is not functioning properly contact the General Manager of Ice Operations.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Changing a Zamboni Blade

4.405 Changing a Zamboni Blade

1. Blades can only be changed by designated personnel, the Operations Manager or General Manager.
2. Put on all protective safety equipment.
3. Remove the auger cover plates.
4. Melt all snow in auger with hot water.
5. While still in its protective cover, bring a new blade to the back of the Zamboni.
6. Lock blade holders into place on the Zamboni.
7. Loosen all blade bolts, starting in the middle of the auger and working your way out.
8. Remove end bolts and place blade holders into place.
9. Remove rest of bolts.
10. Unlock the blade holder from the Zamboni and lower the old blade to the floor.
11. **Never reach under the blade or touch the cutting side of the blade!**
12. Place the new blade onto the blocks behind the Zamboni.
13. Starting in the middle, hand-tighten the nut and bolts with the blade in place.
14. Remove the blade holders and tighten the end nut and bolts in place.
15. Using proper tools, tighten all nut bolts. Start from the inside and you're your way out.
16. Adjust the blade setting.
17. In the event an injury occurs when changing the blade, seek first aid immediately. The MOD or Front desk staff should contact 9-1-1.
18. The MOD should also start an accident report.
19. Contact the General Manager.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Use of High Lift

4.406 Use of High Lift/Scissor Lift

1. Two staff members should move the lifts to ensure safety for themselves and the public.
2. Position in correct place as to eliminate leaning or stretching over the side of the lift.
3. Extend all supports to the fullest length.
4. Properly anchor the support arms.
5. Use the leveling system on the lifts.
6. Enter the lift basket and put on all protective safety equipment.
7. Make sure the bars to the basket are in the proper place.
8. Use the lift in a safe manner.
9. After using the lift, return to original position for storage and charge the battery.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Facility Upkeep & Maintenance

4.407 Facility Upkeep & Maintenance

A. The cleanliness of the facility is of great importance at all times. Maintaining the Community Center & Ice Arena is an ongoing task. All custodial and maintenance staff will follow a daily, weekly, monthly and yearly custodial checklist.

B. Community Service workers will also be utilized in cleaning of the building. They will have a checklist at the beginning of every shirt with their assigned duties which will be assigned by the maintenance/custodial staff or MOD.

C. Rink guards will assist in cleaning of the facility after all public skates under the direction of the maintenance/custodial staff.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

MK 10/2008

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Ice Arena
Procedure for Ice Rental

4.408 Ice Rental

A. Contractual Ice
   1. The General Manager will set up weekly permanent ice rentals. The majority of these programs are contracted ice times billed on a monthly basis. These programs are typed in the ice schedule book and in the Rec Trac system.
   2. If anyone is interested in purchasing ice time they need to contact the General Manager.

B. One Day Rentals
   1. If an individual, group, or organization wishes to purchase ice time on a one time basis they are able to do this at the price set by the General Manager.
   2. First check Rec Trac to make sure that the ice is available.
   3. If you are unsure **DO NOT MAKE THE RESERVATION**! Check with the General Manager.
   4. If the time is available the purchaser needs to fill out a facility rental form and pay the fee immediately.
   5. This form must be copied with the original and payment going to the registrar, copied to the General Manager.
   6. Inform the General Manager in writing of the ice rental.
   7. The General Manager determines any variations and price points on all available ice time.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:	9/7/2022	Alisa Kapusinski
Revision Date:		

Reviewed: AK 9/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Public Skating

4.410 Public Skating

1. The Public skating schedule will be posted on the website, and in the Triphahn Center lobby.

2. Payment for public skate is done at the front desk. Individuals who paid for public skate will have their hand stamped.
3. A rink guard will be monitoring the ice entrance.
4. Any alteration in or special event, causing a change in public skate time will be posted in the ice Arena.
5. The Ice Arena does have special public skate sessions: The dates for these special events are normally near the designated holiday and will vary from year to year.
6. Rink guards will be on duty during the busier public skate sessions.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:	8/23/2022	A. Kapusinski
Revision Date:		

Reviewed: AK 8/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Skate Rental

4.411 Skate Rental

1. If individuals wish to rent skates they must go to the front desk to pay for the rental fee.
2. Once the fee is paid they will proceed downstairs to the skate rental shop and submit their receipt.
3. The skates will be given to them in exchange for the receipt.
4. When skates come in they should be inspected and sprayed with shoe disinfectant and returned to the rental rack.
5. If skates are faulty in anyway they should be placed in the "TO BE SERVICED AREA".

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Adult Drop-In Hockey

4.412 Adult Drop-In Hockey

A. The Park District provides opportunities for adults 18+ to come in and play in unsupervised games with other individuals. Full Equipment and a helmet are required.
B. Each participant registering for drop in must pay at the front desk.
C. Participants must sign a park district waiver form.
D. Goalies are admitted for free.
E. Staff will notify the Manager on Duty of any conduct, behavior or complaints that is not in compliance with the “Zero Tolerance Policy” of the park district.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Risk Management and Safety

4.413 Risk Management & Safety

The Ice Arena is of primary concern because of its elevation. Water and debris could potentially enter the building and pre-salvage operations would need to be established. There is also the possibility of the loss of the established ice floor that is contained within the building within a 12-hour period if utilities needed to be interrupted. Obviously the loss of ice would greatly affect the loss of revenue in the Ice Arena. In the event of an emergency situation, the following steps should be taken.

These will be in the order of likely occurrence.

A. POWER FAILURE PROCEDURES IN THE ICE ARENA

1. At times there are power surges and blackouts causing power outages.
2. If a momentary lapse of power occurs the following steps should be taken:
   - Check the compressors to make sure they are running correctly.
   - Reset the air handlers in the buildings. The Fire Department may show up because the alarm being interrupted by the power failure. Go meet them if they show up.
   - Turn the Ice Arena (Rink) lights off. Actually throw the breakers to the off position. Wait a few minutes; throw the breakers to the on position.
   - The rink lights once off, must cool prior to coming back on.
   - Fire alarms, should the fire alarm go off, go to the panel. Carefully check the area where the alarm indicated.

B**. FLOOD PLAN PROCEDURE**

The purpose of this procedure is to protect the facility, property and life within the boundaries of the Hoffman Estates Ice Arena in a safe and orderly fashion in connection with the Hoffman Estates Park District emergency operation plan.

- Safety Concerns – Due to the fact that the ice arena contains public utilities (electricity, gas, water, etc.) the possibility for human danger exists. Personnel safety, both employee and patron, will be of the utmost importance due to the fact that this possibility could exist. The following criteria shall be met:
  1) No person shall enter the Ice Arena while is “flooded or under water” and while it is energized with utilities.
  2) Only qualified personnel (from a utility company) shall enter the Ice Arena to inspect and “de-energize” the building.
  3) Only qualified personnel will be allowed to “re-energize” the Ice Arena.

4) The Ice Arena will be completely inspected for damage that could be a life safety concern before the building is allowed to be placed back in full operation.
5) Protection from further damage – Grounds, building, equipment, contents in buildings, etc. shall be protected from damage if at all possible.
6) Performing a general building inspection during the early stages of flood warning should be done to limit any potential damage to Park District property.
7) Moving, elevating, covering, and storing property shall be considered.
8) Sandbagging materials should be stored and available for use by the Park District.
9) Pumps should be made available and/or a list of pump vendors should be kept.
10) Work force shall be established in helping with these protection procedures.

Contact Personnel

The following personnel shall be contacted when a flood hazard exists:

• Jeff Doschadis	General Manager	847/652-0894
• Dave Young	Operations Manager	630/652-1036
• Michael Hootman	Building Custodian	847/687-8392
• Tony LaFrenere	Deputy Director	847/561-2170
• John Giacalone	Parks Director/Safety	847/561-1325
• Dean Bostrom	Executive Director	847/561-2150
• Hoffman Estates Fire Department		847/882-1818
• Hoffman Estates Police Department		847/882-2138
• Hoffman Estates Village Works		847/490-6800

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:	10/20/08	KLashbrook
Revision Date:		

Reviewed: MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Power Failure in the Ice Arena

4.414 Power Failure in Ice Arena Failure

A. At times; there are power surges and blackouts causing power outages.

B. If a momentary lapse of power occurs, the following steps should be taken:

1. Check the compressors to make sure they are running correctly.
2. Reset the air handlers in the buildings.
3. The Fire Department may show up because the alarm being interrupted by the power failure. Go meet them if they show up.
4. Turn the Ice Arena (Rink) lights off. Actually throw the breakers to the off position. Wait a few minutes; throw the breakers to the on position. The rink lights once off, must cool prior to coming back on.
5. Fire alarms, should the fire alarm go off, go to the panel. Carefully check the area where the alarm indicated.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure Noxious Gas Leak - Ammonia

4.416 Noxious Gas Leak – Ammonia
When there is a detectable ammonia release, management will initiate one of the following procedures to evaluate the presence and concentration of ammonia:

A. Initiation of the Plan by Employee Detection

In the event of an unplanned ammonia release, employees may initiate the emergency response and evacuation plan by detecting the presence of ammonia through their sense of smell. We urge all employees to exercise discretion before announcing an emergency regarding ammonia. As previously mentioned, a small amount of ammonia smells like a large amount of ammonia. However, if it is perceived that a significant amount of ammonia is released, initiate the **Emergency Action Plan** by sounding or causing the alarm for evacuation to be sounded.

1. When the alarm noting the release of ammonia is sounded, all employees will leave the building by marked exits, following posted exit routes. Building occupants will assemble in the designated assembly areas, either Area #1 or Area #2 depending on wind direction. An announcement will be made over the Public Address System.
2. Under this plan, all employees will evacuate the premises and no employee will remain behind to operate or shutdown any machines or systems. ***Total and immediate evacuation is required***. **CODE GREEN.**
3. After evacuation, employees assembled in the prescribed area will be counted by the Manager on Duty with a report given to the General Manager. Employees will not re-enter the building to search. If all employees and building occupants are not accounted for, immediately summon the Fire Department by dialing 9-1-1.
4. Upon initiation of this plan, Management will place a call for medical assistance to provide first aid for any employee or building occupant requiring assistance. Professional assistance is in near proximity to the facility.
5. The preferred means of reporting an ammonia release is for the employee detecting an odor to immediately notify the General Manager, Operations Manger or Manager on Duty. When verified, management may choose to notify local emergency responders, if appropriate, or an ammonia refrigeration service company. Telephone numbers for notification of emergency responders are a part of this **Emergency Action Plan**. They are posted separately in conspicuous places for employees to view.
6. If more information is required regarding this **Emergency Action Plan** to an unplanned ammonia release, contact the General Manager.
7. Management of the Hoffman Estates Park District Ice Rink will determine when the emergency has passed and normal or recovery operations may

continue. Through the use of monitoring provided by an outside responder, safe levels of residual ammonia will be identified and controlled. Employees will not enter an unmonitored space (1) without the knowledge that the level of ammonia in the atmosphere is below 50 parts per million and (2) without appropriate respiratory protection.

8. When ammonia levels have been measured by a fully protected person with an ammonia detector capable of measuring ammonia in parts per million and they have been determined to be safe, recovery operations may begin.
9. Management will document the sequence of events from initial reporting through the declaration of the termination of the emergency; cause of the emergency; remedial action taken; names of all employees present during the emergency; names of emergency responders; and company, photographs of procedures observed, such as placement of fans, water hoses, use of personal protective equipment, location of vehicles, and assembly of evacuated employees. Management will record the date and time when any utility is shut off. A record of any complaints from nearby businesses or building occupants or evacuations by neighbors will be maintained. A summary critique of the actions taken by management in dealing with the release must be done. This will include a review of all actions taken during the emergency, judgments regarding the effectiveness of the action and review of suggestions to improve the emergency response. Employees should be allowed to participate in the summary and review of the emergency action and evacuation plan.
10. A copy of the report of the incident and resolution will be forwarded to the Executive Director.

B. Initiation of the Plan by an Outside Agency

1. All Hoffman Estates Park District employees will be trained on the hazards of ammonia and all other hazardous chemicals to which they are exposed prior to being assigned to their job or trained prior to any possibility of exposure.
2. Medical records of all exposures, testing for exposures and injury/illness records will be maintained by Hoffman Estates Park District and made available to all employees. The person responsible for maintaining the records and the location of the records shall be provided to all employees upon initial hiring.
3. Personal protective equipment must be provided, such as emergency escape full-face mask, gas mask type, or canister respirators for employees who may be exposed to an ammonia release. Employees who may use the respirators during an evacuation must be approved by a physician to wear the respirator and the employee must be fit tested to ensure that a fit that will provide the intended protection.
4. Employees must be made aware through training and drills of how to initiate an alarm and how to conduct an evacuation.
5. Management must review the plan after the drill to ensure that all components of the plan maximize employee safety and do not hinder evacuation nor create exposure to any hazard during the evacuation.

6. After the plan has been evaluated, employees trained and a critique conducted, emergency responders, such as the Fire Department or the ammonia refrigerant service company, should be allowed to evaluate the Hoffman Estates Park District plan and their role in the ***Emergency Action Plan***.
7. Records of all drills, assignments, respiratory training, meetings with outside agencies and critique sessions should be maintained.
8. Required notifications in Illinois should be made when an ammonia release exceeds the TQR for EPA.

LOCAL FIRE DEPARTMENT

Village of Hoffman Estates Fire Department 9-1-1

Approved:	10/15/05	Katie Lashbrook
Revised:		
Revised:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Flood

4.417 <u>Flood</u>

Purpose: To protect the facility, property and life within the boundaries of the Hoffman Estates Ice Arena in a safe and orderly fashion in connection with the Hoffman Estates Park District emergency operation plan.

A. Safety Concerns – Due to the fact that the Ice Arena contains public utilities (electricity, gas, water, etc.) the possibility for human danger exists. Personnel safety, both employee and patron, will be of the utmost importance due to the fact that this possibility could exist the following criteria shall be met.
   - No person shall enter the ice arena while is flooded or under water and while it is energized with utilities.
   - Only qualified personnel (from a utility company) shall enter the ice arena to inspect and de-energize the building.
   - Only qualified personnel will be allowed to re-energize the ice arena.
   - The Ice Arena will be completely inspected for damage that could be a life safety concern before the building is allowed to be placed back in full operation.
   - Protection from further damage – Grounds, building, equipment, contents in buildings, etc. shall be protected from damage if at all possible.
   - Performing a general building inspection during the early stages of flood warning should be done to limit any potential damage to Park District property.
   - Moving, elevating, covering, and storing property shall be considered.
   - Sandbagging materials should be stored and available for use by the Park District.
   - Pumps should be made available and/or a list of pump vendors should be kept.
   - Work force shall be established in helping with these protection procedures.
   - The Ice Arena is of primary concern because of its elevation. Water and debris could potentially enter the building and pre-salvage operations would need to be established. There is also the possibility of the loss of the established ice floor that is contained within the building with a 12-hour period if utilities need to be interrupted. Obviously the loss of ice would greatly affect the loss of revenue in the Ice Arena.

Contact Persons – The following persons shall contact when a flood hazard exists:

• Jeff Doschadis	General Manager	847/652-0894
• Dave Young	Operations Manager	630/652-1036
• Michael Hootman	Building Custodian	847/687-8392
• Mike Kies	Fac/Recreation Director	847/489-9263
• Dustin Haugen	Parks Director	847/561-1325
• Dean Bostrom	Executive Director	847/561-2150
• Hoffman Estates Fire Department		847/882-1818
• Hoffman Estates Police Department		847/882-2138
• Hoffman Estates Village Works		847/490-6800

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:	10/12/08	Updated
Revision Date:	4/4/13	MKies

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure for Locker Rooms

4.418 Locker Rooms

1. Locker rooms are to remain locked at all times.
2. Locker rooms will be assigned and posted by the front desk and monitor system.
3. A coach/team manager/parent must leave a set of keys or drivers license to trade for a locker room key.
4. The coach and team manager is responsible for the conduct of his/her players while the players are in the facility. Each team is responsible for policing themselves and the locker room.
5. Prior to trading back for the locker room key, check and clean the locker room (With the team manager/coach).
6. Note any damages or excessive mess.
7. Inform the General Manager/Operations Manager of any problems.

Approval Date: 10/15/05 Katie Lashbrook

Revision Date: ____________ ____________

Revision Date: ____________ ____________

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Procedure Zamboni Mechanical Failure

4.419 Zamboni Mechanical Failure

1. The driver should attempt to get the machine off the ice surface.
2. Turn off the water.
3. Raise the conditioner using the hydraulics and the manual pump bar located under the seat.
4. Contact the Operations Manager.
5. Change propane tanks.
6. Use other Zamboni to pull machine off the ice with the help of another staff member.

Approval Date:	10/15/05	Katie Lashbrook
Revision Date:		
Revision Date:		

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District Ice Arena
Changing a Propane Tank Procedure

4.420 Changing a Propane Tank

1. Put on all protective safety equipment.
2. Take the key out of the Zamboni ignition.
3. Turn off valve to propane tank.
4. Disconnect propane tank from fuel line by turning valve counter-clockwise.
5. Remove propane tank from Zamboni.
6. Open propane cage, located outside and behind the ice arena.
7. Pull out a full tank from the propane cage.
8. Insert empty tank, facing backward in propane cage.
9. On the back of the Zamboni – place the new propane tank where the old one was.
10. Connect propane tank to fuel line by turning connective valve clockwise.
11. Return ignition key to proper place in Zamboni.
12. Open valve on propane tank before driving Zamboni.

Approval Date: 10/15/05 Katie Lashbrook

Revised Date: ______ ______

Revised Date: ______ ______

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Threats of Violence Procedure

4.421 Threats of Violence

A. An Occurrence Report should be written and completed either by the Hoffman Estates Park District staff, volunteer, or officer involved in the occurrence. All reports should be taken seriously should be written in ink and include:

1. All appropriate information is to be properly indicated in the spaces provided.
2. The staff, coach, volunteer, parent, official, participant, etc should call the park district office to report the threat if there is no immediate danger. A park district manager or Division Director will call 911, if deemed appropriate.
3. If the staff, coach, volunteer, parent, official, participant, etc feels that a direct safety threat is imminent they should contact 911 before calling the park district.
4. Describe in detail exactly what happened. Do not record any assumptions or opinions. Include what you observed. If stated by, i.e., spectator, visitor, member, parent, then record it as "stated by," etc.
5. Record condition of person observed: pulse, respiration, blood pressure, color, contusions, lacerations, bleeding, medication, confused, etc.
6. If transportation is required, call 911.
7. If there are witnesses, record their full name, address and phone number. All other reports must be immediately directed to both the Director of Recreation and the Director of Park Services Development / Risk Management.
8. The person who is filling in the report is to provide their full signature, classification and title and the date that the report is initiated.

B. All Occurrence reports relating to Property Damage/Missing Article should be written in ink and include:
   - The description of the damage or lost item.
   - The time the damage occurred or loss discovered.
   - The name or person reporting the loss or damage if other than the person whom is writing the report.
   - What efforts have been made to locate the lost item.

C. A review of the incident/accident will be conducted by both the Director of Recreation and the Director of Park Services Development / Risk Management. The Incident/Accident Report shall be completed and given to PDRMA, both the Director of Recreation and the Director of Park Services Development / Risk Management , local authorities and the individuals involved. A copy shall be kept in the Accident/Incident report file. If local authorities believe a more complete investigation is warranted, it will be conducted by the local authorities.
D. Staff will consider legal issues as related to the American with Disabilities Act. Future program participation will be based on the safety of all involved.
E. No person making the report should discuss the coverage with the person involved.

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

F. Discipline shall be according to Policy Manual, Use of Parks, Chapter 9 – C-24, Revocation of Privileges, as follows:

USE OF PARKS.

Chapter 9

C - 24. REVOCATION OF PRIVILEGES.

Any person violating or disobeying any section or part thereof of this threat of violence policy, or any other ordinance, rule or regulation of the District, may be forthwith evicted from District property, and may have his/her admission rights to District property terminated, revoked, forfeited or suspended for the remainder of the season as determined by the Director or the Director's designated representative.

Approval:	June 17, 2002	____________________
Revised:	January 18, 2005	Dean R. Bostrom
Revised:	____________	____________________

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Report

Must use INK!

Completed By (Print): ______________________________

Completed By (Signature): ______________________________

Position Title: ______________________________

Date: ______________________________

Person's Involved (Name, phone number, address):

____

____

Infraction

- The comfort, health or life including, but not limited to staff, coaches, volunteers, parents, officials, participants, etc.
- The Hoffman Estates Park District or personal property.
- The quality of promptness of any service.

Description of Incident:

____

____

____

____

____

Action taken/Recommended:

____

____

____

____

Date Participant/Spectator, Customer, Parent Notified:______________________________

Division Director/Manager/Supervisor: ______________________________

Reviewed: MK 3/2018

Reviewed by Admin Staff and CT 9.2022

4.422 Three Points of Contact:

Each year Hoffman Estates Park District maintenance employees are injured while entering and exiting vehicles and construction equipment. This procedure and training guide will illustrate how this seemingly simple task is one that actually causes many injuries to our employees. The 3 Points of Contact method introduced here will help District employees reduce or eliminate many of the injuries associated with entering or exiting vehicles and equipment.

Issue:
Injuries incurred while improperly exiting and entering vehicles or mounting and dismounting equipment

Solution:
Implement a 3 Points of Contact Procedure.

Injuries occur because mounting and dismounting vehicles and equipment include the following potentially hazardous activities:

- Reaching
- Twisting
- Stepping
- Climbing
- Bending

Accidents common to mounting and dismounting vehicles and equipment include:

- The employee slips or trips while entering or exiting the vehicle/equipment and falls, striking the vehicle or ground.
- While exiting the vehicle/equipment, the employee jumps from the vehicle to the ground, often injuring an ankle, knee or back.

Factors that often contribute to the incident include:

- Being in a hurry
- Talking with co-workers or patrons
- Wet or slippery equipment
- Being distracted by talking on a cell phone
- Carrying equipment or another object
- Jumping
- Failing to maintain a "3 Points of Contact" with the vehicle

Procedure and Training:

- The 3 Points of Contact method provides maximum stability and support, thereby reducing the likelihood of slipping and falling.

An organization can reduce the risk of vehicle/equipment mounting and dismounting injuries by:
Implementing a 3 Points of Contact Procedure
Conducting employee training on the 3 Points of Contact Procedure
Having supervisory staff diligently enforce the 3 Points of Contact procedures
Providing coaching and positive feedback to support applicable procedures

<u>Procedure</u>
Improperly entering and exiting (or mounting and dismounting) vehicles, trucks,zambonis, tractors, buses, vans, trailers, ladders, stairs or other pieces of construction equipment can increase the risk of injury. To reduce or eliminate the risk of injury, organizations should implement a procedure so that drivers and staff exercise the 3 Points of Contact method when entering or exiting vehicles.

The purpose of this procedure is to identify job tasks that require the use of a 3 Point of Contact Procedure and to establish protocols for carrying out a safe 3 Point of Contact.

This procedure will:

- Identify job tasks that require the use of a 3 Point of Contact Procedure.
- Establish protocols for implementing a safe 3 Point of Contact method.
- Specify every employee who will be subject to the policy.
- Specify who will be responsible for implementing and communicating the policy to employees.
- Identify specific vehicles or equipment (i.e., tractors, trucks, zambonis,ladders) which require a 3 Points of Contact.

Job Tasks Required to Use 3 Points of Contact

- Areas where 3 Points of Contact should be required include, but are not limited to, the following job classifications and work areas:

Entering/Exiting and Mounting/Dismounting any equipment, including the following:

- Tractors
- Zambonis
- Skid Steers
- Trailers
- Pickup and Dump Trucks
- Mowers
- Buses/vans
- Climbing ladders and scaffolding
- Climbing stairs

- Climbing playground equipment

District Responsibilities

- Evaluate every vehicle, truck and piece of equipment.
- Provide additional steps, non-slip surfaces and handholds where necessary.
- Maintain steps, contact surfaces and handholds in working condition.
- Inspect vehicles and equipment frequently.
- Instruct all workers in safely mounting and dismounting equipment, including the 3-point contact method.
- Install warning decals or signs in the cab of vans or buses reminding workers to use 3-point contact.

Training

- Wear appropriate shoes for the job.
- Slow down during bad weather.
- Look on the ground for debris or hazards before entering/exiting the vehicle.
- Always get a firm grip and maintain 3 points of contact. This means two hands and one foot or two feet and one hand on the equipment at all times.
- Break 3 points of contact only when you reach the ground, the cab, or a stable platform. Do not let go with your hand(s) until your foot is firmly on the ground.
- Mount and dismount facing the vehicle.
- Climb on and off only when the vehicle is stationary.
- Use parts designed by the manufacturer for mounting and dismounting steps, running boards, traction strips, footholds, handgrips, etc. Report damage immediately.
- Keep parts clear of mud, snow, grease and other hazards that can cause slips, trips,
  or falls.
- Don’t climb with something in your free hand. Set it down and get it after entering, or have someone hand it to you.
- Never jump from the vehicle or equipment.

- Do not rush out of the vehicle or equipment after a prolonged period of sitting.

How to Use a 3 Points of Contact:

The 3 Points of Contact method is maintaining contact with **one hand and two feet** *or* **two hands and one foot** *at all times* when mounting or dismounting a vehicle or equipment. The 3 Points of Contact method forms a stabilizing triangle of contact.

Examples of 3 Point of Contact

Note by the red arrows how the employee maintains contact with a minimum of **one hand and two feet** OR **two hands and one foot** at all times.

Considerations to Improve 3 Point of Contact

Avoid talking on the cell phone or carrying anything when exiting equipment

Use all three points immediately

Do not jump from vehicle.

Considerations to Improve 3 Point of Contact

Do not use wheel hubs to mount/dismount.

Keep hands free to use 3 Point Contact.

Approved: ____4/4/13____ ____Mike Kies____

Revised: ________________ ________________

Hoffman Estates Park District
Safe Ice-Walking Procedure

4.423 Walking on ice surface:

No matter how careful you are while walking on the ice surface, there is still a risk of slips, trips or falls. It is important to be aware of the dangers and walk safely while on the ice surface.

Safe walking policy and procedure when followed can greatly reduce the likelihood of injury to anyone walking on the ice surface. To reduce or eliminate the risk of slips, trips and falls, all staff will follow the direction of HEPD Safe Walking on Ice Surface Policy.

When walking on the ice surface is necessary, employees shall consider:

- Wearing shoes or boots that provide traction on ice. Avoid plastic/leather soles.
- Wearing ice cleats at all times when on the ice surface to perform certain tasks such as non-emergency inspections, ice maintenance, repairs, ice painting, ice flooding, and any other task that would allow time to put on ice cleats.*
- Look and plan your route on the ice. Avoid wet, slippery routes when possible. Walk on rough scuffed ice when possible.
- Allow enough time to reach your destination, walk slowly.
- Walk along boards and utilize the 3 points of contact when you can.
- Use special care when entering the ice from the benches, or penalty box.
- Avoid carrying items that impair your balance. Use the help of a partner.
- Report any trip, slips and falls or injuries on the ice immediately.

This policy applies to all employees and volunteers of the Hoffman Estates Park District. Managers, Skating and Hockey Directors and Building Supervisors are responsible for communicating this policy to employees and volunteer and reinforcing the policy. See your immediate supervisor for specific questions.

* All employees and volunteer should take the time to put on ice cleats before performing any task on the ice surface. Although at times, such as an emergency situation, it may not be feasible to take time to put on ice cleats. Severe injuries and dangerous situations that require immediate attention are exceptions and should be dealt with using common sense and safety first.

Customer should never be allowed on the ice surface without skates. There are situations when customers or volunteers will walk on the ice, such as before or after hockey games. Score keepers and coaches frequently walk on the ice to reach the score box or bench. They should be warned about the dangers of walking on the ice surface and directed to walk around the rink and not across the ice surface.

Approved: 3/21/13 Mike Kies

Reviewed: MK 3/2018
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
WOLF PACK HOCKEY REGISTRATION PROCEDURE

4.424 Registration:

1. All participants must first register with USA Hockey by going to usahockey.com and register as a player for the upcoming season. Upon registering and paying the USA Hockey fee you will be given a USA Hockey membership number.
2. Participants will then go to wolfpackhockeyclub.org and begin the pre-registration process.
    a. Participants will enter their USA Hockey membership number when prompted. If you do not have a number you will not be able to continue the process.
    b. Participants will then be required to enter personal information as well as agree to all of the rules and regulations as set forth by the Wolf Pack Hockey Club and the Hoffman Estates Park District.
    c. Once completed participants will print a copy of the completed form which contains instructions for completing registration at the Hoffman Estates Park District.
3. Participants will present their completed hockey preregistration form at the Hoffman Estates Park District service desk.
4. Participants will fill out a registration card and sign the waiver at the bottom of the form.
5. Participants will pay the required deposit fee as set by the General Manager of Ice Operations
6. Participants will also have an option of paying for the entire program in full or being offered a monthly billing program (EFT – Electronic Fund Transfer) at the time of registration.

Non Refundable Deposits:

Due to the commitment requirement in forming hockey teams anyone leaving the Wolf Pack Hockey Club program prior to or during a season is detrimental. For that reason no deposits are returned to participants once they have completed registration. Only for the following conditions would a refund be considered.
1. Medical Condition
2. Family Move

Approved: 4/24/13 MKies, Director Rec/Facilities

Reviewed: MK 3/2018
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Minimum Standards for Written Communications

5.002 Minimum Standards for Written Communications

A. The District has established minimum standards for written communications providing information to the public. The following are considered forms of written communication:
   1. Brochures
   2. Flyers
   3. Pamphlets
   4. Signs
   5. Letters
   6. Newsletters
   7. Social Media
   8. Or any other form of written communication which provides information to the public.

B. The requirements for written communications are as follows:
   1. Must be typed.
   2. Must be proofread.
   3. Must include all pertinent information and answer the questions: Who, What, Where, When, Why and How?
   4. Must use appropriate English including spelling, punctuation, grammar, usage and mechanics.
   5. All External Communications (with the exception of signs) should use the agency letterhead or include the current agency logo with address, phone and fax numbers.
   6. Facility letterhead and logo are also acceptable, but must be used in conjunction with the agency name or logo, address, phone and fax numbers. when space is available.

C. Any form of communication on public display for more than five days must be laminated.

D. The following standards must be meet when using the District's logo:
   1. Use of the logo and colors should follow the C&M's Brand Identity at a Glance document that is stored at S:_HE Parks Brand
   2. The logo must always be reproduced and photocopied from approved reproduction art supplied by the Communications and Marketing Department.
   3. .
   4. The size of the logo should be proportionate to the size of the piece, and should be legible.
   5. Materials using the agency logo may not contain any subject matter that would tend to denigrate the agency.

Approval Date: ___________ ______________________________________

Revision Date: __2/21/2018____ ___MKies, Director Rec/Fac_

Revised MK 2/2018

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Communications & Marketing Department
Procedure for The Club at Prairie Stone™ Logotype

5.004 Procedure for The Club at Prairie Stone™ Logotype

A. Prairie Stone is a registered service mark owned by Sears, Roebuck & Co. and must be identified as such with an appropriate term of notice: ®, or ™. The Hoffman Estates Park District will use a subscript ™ notice when identifying The Club at Prairie Stone™ in all publications.

B. A ™ will be printed after referencing The Club at Prairie Stone™ in all written documents, brochures, flyers, and other publications. The ™ will be printed as a subscript after the words "Prairie Stone."

C. The Prairie Stone™ Sports & Wellness Center logo was created prior to December 14, 2001, when Sears, Roebuck & Co. required the term of notice. The Prairie Stone™ Sports & Wellness Center logo will always be printed in black with the wheat and stones having a PMS 1807 color. If the logo is printed in only one color, the color will be black. The logo may be reversed out in white if there is a black background. No term of notice will be carried in the logo.

D. In December 2018, Prairie Stone™ Sports & Wellness Center was rebranded included renaming the facility, developing a new logo, and creating a new tagline. Prairie Stone™ Sports & Wellness Center assumed the name "The Club at Prairie Stone™" with the new tagline of "The Ultimate Fitness Experience".

The Club at Prairie Stone™

Approval Date: January 7, 2002 Dean R. Bostrom

Revised Date: ___2/21/2018_____ ___MKies____________

Revised Date: ______03/10/2020___ _________AK/KB______

HOFFMAN ESTATES PARK DISTRICT
Communications & Marketing Department
Procedure for C&M Service

5.005 Procedure for Communications & Marketing Service

General Description of Procedure

a. All promotional materials, including flyers, booklets, brochures and the like, are to be created by the Communications & Marketing Department to ensure uniformity and quality. Relevant park district logos will always be displayed on all publications.
b. To request service, managers must email the C&M Superintendent to efficiently process requests. The email should include all details for the project.
c. Fulfilled requests will be forwarded to the appropriate C&M staff. Once approval is obtained, the flyer will be given to the respective manager proofing and distribution.

Approval Date:	March 1, 2002	________________________
Revised Date:	__4/4/13_____	___MKies________________
Revised Date:	___02/2018_____	__MKies, Director Rec/Fac

Revised mk 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Posting Web Site Material

5.007 Posting Web Site Material
General Description of Procedure

A. All divisions are to designate employees (no more than two) responsible for the collection of web site material for a specific program or facility.

B. The C&M department will modify and update specific web pages.

C. Each division's designated employees will weekly review the website for modifications as often as deemed necessary by a division director. League standings, schedules, or field playing conditions can be emailed to the C&M Superintendent to be published. Class schedules and instructors' schedules can emailed to the C&M Superintendent to be published. Text modifications will be emailed to the C&M department who will review the modifications for grammatical accuracy before publishing..

D. Final publishing by the C&M department will occur within 24 hours of all requested updates and/or modifications.

E. The C&M department will oversee all administrative-related web-site changes, including the HE Parks Home Page,.

Approval Date: January 30, 2003 ________________________

Revised Date: __4/4/13_______ _____MKies______________

Revised Date: __2/2018____________ _MKies, Director
Rec/Facilities

Hoffman Estates Park District
Procedure for Handling Public Relation Written Errors

5.008 Handling Public Relation Written Errors

A. Any time a mistake is discovered in any printed or electronically communicated materials, the individual responsible for the program or facility should be immediately notified.

B. The responsible individual must determine the solution and correct response to the error.

C. The responsible individual is then required within 24 hours to communicate the error with the identified solution to all recreation division staff, administrative staff and office staff.

D. If this misinformation is in the Guide, all master copies should be corrected and front desk staff shall be given a written copy of the district's position on the material. This information should be clear and concise.

Approval Date: ___________ _______________________________________

Revision Date: __2/2018___ ______MKies, Director Rec/Fac_________

Reviewed MK 2/2018

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Responding to Social Media Comments

5.009 Recreation Program, Facilities and Services Social Media Comments

C&M Department will monitor the social media sites at least once every regular business day. BPC will monitor their respective social media sites at least every 2 business days.

1) C&M Manager receives notices by email when a comment is posted to a site.
2) C&M Manager will forward the comment to the appropriate Program Manager/Team Member within 1 business day.
3) C&M Manager will reply to communicate:
   a. Understanding of the issue, thanking individual for their feedback.
   b. Desire to support our mission to provide "healthy and enjoyable experiences".
   c. Issue was forwarded to the appropriate manager.
   d. Invitation to contact Social Media Manager directly if issue is not resolved to the individual's satisfaction, providing contact info for Social Media Manager.
4) The responsible Program Manager/Team Member will respond within 1 business day after receiving the comment from the Social Media Manager.
5) If a C&M Manager suspects a post to be inappropriate (reference Social Media Policy #5.22), the C&M Manager will forward to C&M Superintendent who will take steps to determine the appropriate action.
6) Each Director will designate back-up staff person to monitor social media when the C&M Manager is unavailable.

Approval Date:	____4/21/16____________	_Dean R. Bostrom, Executive Director___
Revision Date:	____2/2018___________	_____MKies, Director Rec/Fac_________
Revision Date:	9/7/2022	Alisa Kapusinski, Director of Recreation

Reviewed AK 9/2022

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Park Services Division
Procedure for Chain of Command

6.001 Park Services Division Chain of Command

The Division Director is responsible for the operation of the Park Services Department. In the absence of the Division Director, it is necessary to identify the chain of command within the Park Services Division.

The full chain of command appears below:

1. Division Director
2. Supervisor / Construction
3. Park Supervisor / Landscaping
4. Park Supervisor / Mechanics

In all instances, where the Division Director of Park Services is not available, chain of command leadership will attempt to consult with the Executive Director, or other Division Directors prior to finalizing any non-procedural decisions. All non-procedural decisions made during chain of command leadership must be communicated directly to the Division Director of Park Services upon return.

Approval Date: ____6/18/98___________ _____Giacalone_______________

Revision Date: _______3/2/18__ ___Hugen_________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure on Lunch and Breaks

6.002 Lunch and Breaks

A. Lunch time shall be one-half hour in duration (at supervisor's discretion). This time may be altered depending upon job assignments.

B. Crews working in parks shall not leave work site more than five (5) minutes before lunch time (11:30 a.m.), and return no later than five (5) minutes after (12:00 p.m.).

C. Breaks will be at 9:00 a.m. and 2:00 p.m. All brakes will be taken on-site for fifteen (15) minutes duration.

Approval Date: ___8/12/98_______ ______JGiacalone_____________________

Revision Date: ____3/2/18 ___________Dustin Hugen 2

Reviewed DRB/JG: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure on Quitting Time

6.004 Quitting Time

Employees are responsible for adjusting their arrival time at the maintenance facility according to the amount of maintenance needed on equipment in order to prepare it for the next day. Any free time remaining at the end of the day will be used to clean and organize equipment and maintenance facility.

Approval Date: _8/12/98_____ ____J.Giacalone____________________

Revision Date: __________ ___________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Employee Uniforms and Safety Equipment
Parks Division

6.005 Employee Uniforms and Safety Equipment

A. All full-time Parks Division employees will be supplied with uniforms. Seasonal employees will be supplied with t-shirts. These *must* be worn daily.
B. All Parks Division employees are also required to wear safety work shoes.
C. Personal and safety equipment shall be used as needed on jobs. The Park District will supply safety equipment.
D. Any Parks Division employee not wearing a uniform/t-shirt, safety shoes, or required safety gear shall be sent home with no pay on the first infraction. The second violation will result in more severe disciplinary action or dismissal.

Approval Date: __8/12/98____ _____JGiacalone____________________

Revision Date: _______3/2/18___ Dustin Hugen

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure on Chipper Operation

6.007 Chipper Operation

A. Safety glasses, hearing protection, and gloves are needed when operating this piece of equipment.
B. Check oil, coolant level and hydraulic fluid level.
C. Make sure clutch lever is in **OFF** position and feed roller bar is in **NEUTRAL** position.
D. Chipper is diesel and has a preheat position on ignition. Turn key to this position and hold for 30 to 60 seconds, then push **START** button below ignition and turn key all the way to the start position while holding start button in.
E. Once chipper is running, pull throttle lever out all the way, raise clutch handle to the **ON** position, while gradually engaging cutter wheel.
F. Move to back of chipper, pull feed roller bar back to start feed rollers and begin to feed brush.
G. When finished chipping, return feed roller control bar to **NEUTRAL** position, put clutch lever in **OFF** position, push throttle lever in. Allow chipper to idle for a few minutes to cool down, then turn key to the **OFF** position.

Approval Date: __8/12/98____ ______JGiacalone________________________

Revision Date: _____8/9/22_____ Dustin Hugen

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure on Chain Saw Use

6.008 Chain Saw Use

A. Safety glasses, hearing protection, gloves, chaps, steel toe boots and hard-hat are the safety equipment for this piece of equipment.

B. The chain saw is a 2-cycle engine, which takes gas/oil mix (2-cycle oil) at a 24:1 ratio (11 ounces 2-cycle oil in 2 gallons of gasoline).

C. Look saw over to make sure chain is tight, saw is clean, fuel is full, bar oil reservoir is full, and chain brake is **OFF**.

D. Place saw on ground, put left hand on front handle, put throttle switch all the way down to choke position, with the throttle trigger locked in the full throttle position. Place toe of right foot in back handle to hold saw still. While still holding front handle with left hand, use right hand to pull starter cord. Once saw starts, move throttle switch to high position, squeeze trigger to reduce engine speed to idle.

E. Make sure you have a clear area and good footing around what you are cutting.

F. When cutting, make sure the saw is running at full throttle before making contact with wood to be cut. Contact with the saw to wood should be made with the area of bar closest to the saw body, not with the tip of the bar, this will prevent kick back.

Approval Date: __8/12/98___ _______J. Giacalone__________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure on Kifco Sprinkler with Gas Booster Pump Use

6.009 Kifco Sprinkler with Gas Booster Pump Use

A. Check oil and fill; place sprinkler at end of area to be watered.
B. Attach meter to fire hydrant and connect black fire hose to meter and to sprinkler.
C. Put down the two anchor legs on front of sprinkler to keep sprinkler in position. Go to back of sprinkler and place the lock/release lever on the left-hand side in the disengage position. Go back around to front of unit and attach sprinkler to pick-up truck and slowly drive away, pulling out the sprinkler and hose to the desired distance.
D. Disconnect from truck and return to the hose reel unit. Move the lever on left side to the engage position, go to hydrant and turn hydrant on all the way.
E. After turning on water, go to sprinkler unit and start pump engine to boost water pressure to water gun.
F. If hose is pulled all the way out, it should take approximately 2½ to 3 hours to come back in. Once it is all the way in, steps 1 through 5 can be repeated after moving sprinkler over to water another area.
G. If watering is complete, turn off engine, turn off water, disconnect hoses, disconnect hydrant meter and close hydrant.

Approval Date: August 12, 1998 John Giacalone

Revision Date: February 26, 2002 _____J. Giacalone_________________

Revision Date: ________________ ___________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Band Saw Operation

6.012 Band Saw Operation

A. Make all machine adjustments or maintenance before starting to cut anything. Before cutting your material, make sure the saw can cut it without damaging the saw or blade.

B. Measure material before you mount it in the vise. Check for proper blade speed for your material. Mount your material securely in the vise. Set blade guide roller bearings snug against blade. Check for blade guides so it is closest to work as possible. Check to see that coolant level is set. Do not start your cut on a sharp edge of your material. Make sure your material is properly supported.

C. On hydraulic feed valve, make sure the inline valve is parallel with the line. Set your feed speed with the knob on the top. For a detailed list of proper feed rate and cutting speed for your material., check the Lenox Guide to Band Sawing in the band saw file.

D. Start the blade saw and the coolant before the blade hits the material. Make sure proper coolant is coming out.

E. After the saw is done cutting, it will automatically turn off the blade and the coolant. Remove your material from the vise and clean up shavings.

Approval Date: ___8/12/98__ ____JGiacalone_________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Drill Press Operation

6.013 Drill Press Operation

A. First determine what material you will be drilling into.
B. Determine type of drill bit and size.
C. Wear safety glasses.
D. When drilling into wood or metal, use clamps to prevent turning.
E. Use a piece of wood under the material you are drilling to avoid drilling into the table.
F. Use cutting oil when drilling into metal materials.
G. Raise or lower the table on the column to your desired height by loosening the table clamp handle and turning the handle to go up or down.
H. For bit speed, the smaller the drill the greater the required R.P.M. In soft materials, the speed should be higher than for hard metals.
I. The drill press has nine (9) spindle speeds to adjust, which are located on the top of the drill press from 150-2200 R.P.M.

Approval Date: __8/13/98__ ____J Giacalone____________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for 12" Portable Planer Operation

6.014 <u>Portable Planer Operation</u>

A. Always wear safety glasses.
B. Make all adjustments with power off.
C. Support wood at all times on both ends of planer.
D. Make sure the wood is free from nails and foreign objects.
E. Do not cut off more than 1/8" of material at one time.
F. For 10" and 12" wide softwood, we recommend a maximum depth of cut of 1/16".
G. For 10" and 12" wide hardwood, we recommend a maximum depth of cut of 3/64".
H. When using planer, turn on vacuum system and open and close correct vents for maximum suction.

Approval Date: ___8/14/98__ _____J Giacalone___________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for 6" Jointer Operation

6.074 <u>6" Jointer Operation</u>

A. When planing the wood on the flat side, start on the infeed table of the jointer.
B. Turn on jointer.
C. Moving across the cutter, push the wood to the outfeed side. Always use push blocks when planing the wood. Jointing cuts are to square the edge of the wood.
D. Hold the wood firmly against the fence.
E. Turn on the jointer.
F. Start on the infeed side, moving across the cutter head to the outfeed side.
G. Never cut off more than 1/16" at one time.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: _______________ _________________________________

Revision Date: _______________ _________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Infield Grooming

6.016 Infield Grooming

A. Hook up ballfield trailer.
B. Chain down infield pro on trailer.
C. When at ballfield start infield pro a corner of field in a circular motion. Work your way to the center of the field staying one foot away from all bases, fences and grass line.
D. Hand rake around all bases, fence and grass line.
E. Pull weeds around fence and dirt areas.
F. Pick up all garbage in cans and dugouts.
G. When done, drive back on trailer chain down and go to next field.

Approval Date: _8/12/98____ ___J Giacalone________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Inclement Weather

6.017 Inclement Weather

A. All personnel are responsible for their own personal inclement weather clothing with regard to cold weather performance. This will also apply for rainy days for which the Park District will make available rain gear off the uniform purchase list.

B. Seasonal employees may be dismissed for the balance of the day, without pay, if the amount of work available does not warrant their retention.

Approval Date: __8/12/98___ __J Giacalone________________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Absenteeism

6.019 Absenteeism

If a full-time or seasonal employee finds it necessary, due to illness, emergency or personal reasons, to be absent for the day, he/she is responsible for calling his/her supervisor at (847) 885-0323. If a supervisor or staff is unavailable to receive the call, a message must be left on the answering machine or voice mail system prior to starting time of each day of absence without exception. An absence form must be completed upon return to work and given to the supervisor for processing.

Approval Date: __8/12/98_ ___JGicalone______________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Liability

6.020 Liability

Employees shall be financially liable for neglectful or abusive loss or damage to equipment.

Approval Date: __8/12/98___ ____J Giacalone____________________

Revision Date: ___________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure on Soliciting

6.021 Procedure on Soliciting

Employees cannot use working hours to solicit business, such as landscape work, general maintenance, etc.

Approval Date: __8/12/98__ _____JGiacalone_________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Blackhawk Community Center
Whirlpool Maintenance

6.022 Community Center and Ice Arena Whirlpool Maintenance

1. The following procedures must be done at the start of each shift.

   A. Check for residue at waterline. If needed, wipe clean with wet sponge or towel.
   B. Check water level. Waterline must be high enough to flow into skimmer opening. Ideal waterline should be 2-3 tiles up from bottom of skimmer opening.

      To add water, connect 3-foot green hose (located in mechanical room) to wall faucet in whirlpool area.

   C. Start whirlpool to check foam. If foamy, add 1 squirt of Foam Out directed at location of foam spot. Wait 30 seconds. Foam will be removed. To eliminate all whirlpool foam, it usually takes about ½ oz. of Foam Out.

2. The following procedures must be done by opening weekend staff only:

   A. Fill out whirlpool daily report.
   B. Record bromine, pH and temperature readings.
   C. Check plastic ball in chemical feeder to be sure it is spinning around.

Approval Date: 8/12/98______ ___John Giacalone____________________

Revision Date: __________ ____________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Testing Bromine and pH of
Triphahn Center Whirlpool
Using the Taylor Test Kit

6.023 <u>Testing Bromine and pH of Triphahn Center Whirlpool Using the Taylor Test Kit</u>

BROMINE TEST

1. Rinse and fill small comparator tube to 9 ml. Mark.
   A. Turn comparator upside down and immerse 12"-14" under water.
   B. Turn comparator right side up to obtain water sample.
   C. Sample must not be taken from pool surface water.

2. Add 5 drops of R-0001 and R-0002 Reagents.
   A. Bottles with yellow caps.
   B. Cap comparator tube and invert to mix.

pH TEST

1. Rinse and fill large comparator tube to 44 ML. Mark.
   A. Turn comparator upside down and immerse 12"-14" under water.
   B. Turn comparator right side up to obtain water sample.
   C. Sample must not be taken from pool surface water.

2. Add 5 drops R-0004 Reagent.
   A. Bottle with red cap.
   B. Cap comparator tube and invert to mix.

3. Match color in tube with color scale. Record number on sheet.

(Written instructions also located on inside lid of test kit.)

Approval Date: ____8/12/98_ ___JGiacalone_________________________

Revision Date: ___________ ______________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Lake Ice Checks

6.028 Lake Ice Checks

Equipment: Tape measure, cordless drill, both batteries (fully charged), ¾ to 1" auger bit, 50-100 ft. length of rope, life vest and ice spikes.

1. Two persons are required to do ice thickness checks on lakes as a safety precaution in the event someone breaks through the ice.
2. One person should remain a safe distance from the person drilling the test hole. This is to insure that both persons do not end up in the lake should the ice break, making one person available for rescue.
3. Drill several holes at random through the ice leading from the point of entry up to and in the proposed rink area. Measure each hole depth by feeding tape measure through and hooking on bottom edge of hole.
4. Record measurements and ice conditions on ice check sheets kept at the maintenance garage.

Approval Date: ______1/25/00_________ ______JGiacalone_______________

Revision Date: ______________________ ________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Lake Skating Flag and Sign Checks

6.030 Lake Skating Flag & Sign Checks

This is a one-person task and should be done twice each week during the winter months.

1. The person doing this tasks needs to go to each lake in the district.
2. The rule signs and flags at each lake should be visually inspected.
3. Where there is no ice use, the flags should be red and attached at two points to the pole. The sign should read **NO ICE USE** and should be clearly visible.
4. On lakes where skating is permitted, a yellow flag should be placed on the pole if rinks have been opened by the Maintenance Department.
5. If the ice is not safe for skating a red flag should be on the pole.
6. At all times the rule signs should be clearly visible.
7. The only time a green flag should appear is when the warming shelters are open and skating guards are present.
8. Inspection reports should be filled out each time flags and signs are checked.
9. The report forms are available at the Maintenance Garage.

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Hoffman Estates Park District
Procedure for Winterizing Seascape Irrigation

6.033 Winterizing Seascape Irrigation

1. Turn off water supply valve to irrigation (located in filter building).
2. Attach compressor air line to quick connect valve inside front gate.
3. Turn on air.
4. At control box in filter building, switch to manual and run each zone for one to two minutes or until water is purged.
5. After system is clear turn off and disconnect air.
6. Turn controller to off.
7. To start in Spring turn water supply on.
8. Turn controller on.
9. Test system by running each zone manually for approximately one to two minutes.

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Hoffman Estates Park District
Procedure for Winterizing
Victoria Park Irrigation System

6.035 <u>Winterizing Victoria Park Irrigation System</u>

1. Close main valve in meter pit vault across street (Crowsfoot Circle).
2. Turn off power to pump.
3. Attach compressor hose to quick connect valve #1 (QCV) by pump enclosure (as built blueprint on file in shop office).
4. Turn on air.
5. At time clock (control station) manually turn on each section or zone for one minute or until water is purged from each zone. (This step may have to be repeated to be sure all water is blown out.)
6. Insert QCV Key (quick connect hose coupler) into the north and south end main quick couplers.
7. Run air through line until water is purged from main line.
8. Disconnect air and quick couplers.
9. Open one manual drain valve in meter vault pit.
10. Partially disassemble (loosen) RPZ (pump) diaphragm bolts.
11. To get to the pump the green metal box needs to be unbolted (2 bolts – one on each side) and lifted off.
12. Open drain plug on pump inside enclosure.
13. Replace enclosure box and bolt.
14. Close pump drain plug.
15. Reassemble (tighten) RPZ diaphragm bolts.
16. Close manual drain valve in meter pit.
17. Turn on power to pump.
18. Open main valve in meter pit.
19. Run a syringe cycle to check system operation.
20. To turn back on in Spring follow steps 9, 8, 7, 2 and 1. Then test with clock.

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Hoffman Estates Park District
Procedure for Chipper Operation

6.036 Chipper Operation

Before starting make sure operators have eye and hearing protection, gloves, steel toe work shoes and no loose clothing.

1. Check oil, hydraulic fluid and radiator for proper levels.
2. Grease all fittings (see the mechanic or refer to manual, or other trained personnel for locations).
3. To start make sure the blade lever is in the disengage position.
4. Make sure the feed roller lever is in the neutral position.
5. Turn the key to the ¾ position to preheat the engine (hold in this position without cranking engine for approximately 60 seconds).
6. Push in and hold start button while turning key all the way on cranking the engine.
7. Once the engine starts, release start button and key.
8. Increase engine speed to full and slowly move blade lever to the engage position.
9. Once the blade is engaged and the engine is at full throttle, pull the feed roller handle toward you and begin feeding brush and logs into machine.
10. Make sure the discharge chute is directed away from other workers and equipment or buildings to prevent injury or damage.
11. The feed roller should be set at 4 (small lever with lock screw on side of feed box).
12. Slowly feed in material (only as quickly as the rollers will accept it).
13. This chipper will take up to a 10" log as long as it is straight and gradually fed into machine.
14. DO NOT chip materials that contain nails, metal, concrete or spikes.
15. Irregularly shaped logs or branches may have to be cut up before chipping to prevent jamming.
16. When chipping is done, place feed roller level in neutral position, blade lever in disengage position and reduce engine speed to idle.
17. Allow machine to idle for approximately five minutes allowing blades to stop rotating and engine to cool before turning off.

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Hoffman Estates Park District
Procedure for Pesticide Container Disposal

6.039 Pesticide Container Disposal

Liquid pesticide (weed killers, insecticides) containers when empty need to be triple-rinsed, then crushed.

1. When pesticide is used up the empty container needs to be filled with clear water and emptied three times.
2. The rinse water should be added to the spray tank and never dumped down a drain or out on the ground.
3. Fill the spray tank approximately ¾. By only filling the spray tank ¾ full, you will allow room for container rinse water.
4. Add chemical, then finish filling the tank with clean water or rinse water from empty pesticide containers.
5. Rinse water from empty containers will not have an adverse affect on spray mix and will insure chemical residue is being properly disposed of by making it a part of the spray mix.
6. Once containers are rinsed they need to be crushed and placed in the garbage.

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Hoffman Estates Park District
Procedure for Weed Whip Operation

6.040 Weed Whip Operation

Safety equipment required: safety glasses, hearing protection, long pants and steel-toe work shoes.

1. Weed whip string should be cut into 10" lengths. Do not cut string longer as it will reduce the weed whip's power.
2. Take two lengths of string and insert one each under the tabs on the head of whip. There are four sets of two tabs on each head. Each string is inserted under two sets of tabs.
3. Check fuel level. The weed whips take two-cycle gas mix. We use a 50:1 ratio. There is pre-measured two-cycle oil available from the mechanic. This oil comes in a 5.2 ounce bottle and is mixed one bottle in two gallons of gas.
4. Fill gas tank on whip, being careful not to spill. Never fill when weed whip is hot. This could cause a fire. Never fill whip on grass, gas kills grass. Once the weed whip is fueled, rest it on the ground.
5. Slide the shut-off switch to the on or run position. This switch is orange and located on the weed whip shaft above the throttle trigger.
6. There is an orange choke lever on top of the whip engine. Pull out the lever.
7. On the underside of the engine above the fuel fill cap there is a clear plastic bubble. This bubble is flexible and is the prime button. Push this in and release until you see it fill with gas.
8. Set the whip in the upright position and squeeze the throttle trigger.
9. While squeezing the throttle trigger hold the whip firmly and pull the starter cord. Once the whip starts release the throttle trigger to let engine idle and push the choke lever in. You are now ready to weed whip.
10. When weed whipping simply squeeze throttle trigger to increase engine speed. Always make sure that other workers and persons are a safe distance from work area (approximately 20') as weed whips will throw debris at a high rate of speed (dirt, gravel, sand, small sticks, etc.). Caution should also be used around buildings and vehicles to avoid damage.
11. Before attempting to weed whip, an experienced person will need to show proper techniques for different weed whip situations (fence lines, curbs, around trees, building foundations, etc.). This is best shown because of the variables involved in each situation. Just knowing how to start and run the weed whip does not qualify a person as an operator of this machine. In-field, hands-on training by an experienced person is required.

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Hoffman Estates Park District
Procedure for Hydrant Meter & Backflow Hook-Up to Fire Hydrant

6.041 Hydrant Meter & Backflow Hook-Up to Fire Hydrant

There are two parts or units for each hydrant meter set-up: the meter itself and the backflow preventer. The meter is just that, it is a water meter unit with the dial and gallon counter, just like the one in a house. Our meters, however, have a hydrant connection and a fire hose connection. The backflow preventer is about two feet long. It is brass, has two flat bar-type valve handles: a female fire hydrant coupler and a male threaded meter connection.

1. At the fire hydrant using a hydrant wrench, remove one of the small side covers (approximately 3½ diameter).
2. Attach the backflow preventer on this hydrant connection, tighten with hydrant wrench.
3. Turn the valve handles to the closed position perpendicular to the backflow preventer's pipe.
4. Attach the meter to the backflow preventer and tighten with hydrant wrench.
5. Place an empty five-gallon bucket under the meter to give the meter and preventer support.
6. Attach hose to meter connection. The hose should be attached either to a sprinkler or have a nozzle on the end. The nozzle being used should be off to prevent the hose from whipping around.
7. Once the meter, backflow preventer and hose are all connected, use the hydrant wrench and turn the water on by turning the large nut on the top of the fire hydrant. Always turn the water on all the way.
8. When the water is on turn the valve handles to the on position on the backflow preventer (on position handle is parallel to preventer pipe).
9. When water use is finished turn valve handles on preventer to the off position. Turn off the hydrant, disconnect equipment and close cap on hydrant outlet.

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Hoffman Estates Park District
Procedure for Bauer Rainboy Sprinkler Set-Up and Operation

6.042 Bauer Rainboy Sprinkler Set-Up and Operation

This is a portable irrigation unit. It has the sprinkler head and approximately 300 feet of hose self-contained. It operates off of water pressure either from a fire hydrant or gas water pump delivering water from a lake or creek. The sprinkler itself has no engine. The water pressure operates a belt-drive which reels in the hose. This unit can be either trailered or pulled behind a vehicle. Only short distances are recommended and a maximum speed of 20 mph. Once on site, position the unit where watering is to be done.

1. Hook up hoses to the water source, do not start water yet.
2. There is an orange knob on the left side of the unit which needs to be turned clockwise as far as it will go. This will put the hose reel in neutral.
3. Attach the sprinkler head tow bar to a small truck or tractor.
4. Proceed forward slowly in a straight line to pull out the house. Take care not to spin tires or damage turf. It is important to watch reel or have another person watch the reel to signal when you are near the end of the hose. It is best to leave one or two wraps of hose on the reel. This will prevent the hose from being pulled off the reel.
5. Stop the tow vehicle and back up enough to take tension off tow bar and disconnect.
6. Return to sprinkler unit and turn orange knob on left side of unit all the way back in a counter clockwise direction. The hose reel is now engaged to rewind and the water can be turned on.
7. Watch for a few minutes to make sure the sprinkler is operating and the hose is being reeled in. It should take about 2-3 hours for the hose to rewind when it has been pulled out all the way. Time varies depending upon water pressure. Usually rewind is quicker when connected to a hydrant because water pressure is greater and more constant.

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Hoffman Estates Park District
Procedure for Kifco Water Reel Set-Up & Operation

6.043 Kefco Water Reel Set-Up & Operation

This portable irrigation system is a self-contained unit, with sprinkler head and approximately 300 feet of hose. It operates off of water pressure and also has a gas engine driven booster pump. This reel must be transported on a trailer from site to site. Water sources would be either a fire hydrant or water pumped from a lake or creek. Before going to water site check engine oil level and fuel. These engines use gasoline, they are not two-cycle engines. Once on site place the water reel at the end of the area to be watered, hook up hoses to water source. Do not turn on water yet.

1. On the back left side of the unit there is a lever. Lift lever up and over into notch on slot and lock it in place. The hose reel is now in neutral.
2. On the left side of the unit there is a perforated hose attached to a metal plate. Lay this out on the ground by unit. This is the pressure relief hose. The valve where it is connected to the unit should be in the on position.
3. Flip down the two anchor arms in front of the unit. There is one on each side of the unit. These hold the unit in place when it is operating.
4. Hook sprinkler tow chain to a tractor or small pick-up and proceed forward slowly in a straight line. Watch hose reel or have another person watch and signal when there are two wraps of hose left to prevent pulling the hose off the reel.
5. Stop. Back up to release tension on tow chain. Unhook and return to sprinkler unit. The lever on back of machine can now be moved to the engage position (move down).
6. Turn on the water source. Once water is at full pressure start the booster pump engine.
7. Turn kill switch on. Put choke lever on. Throttle lever at idle. Pull starting cord. Once the engine starts, move choke lever to off position. Watch to make sure unit is operating properly, watering and rewinding hose before leaving the site. A complete 300-foot cycle should take about 2½ hours.

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Hoffman Estates Park District
Procedure for Mowing Trailer Hook-Up

6.045 Mowing Trailer Hook-Up

Using a full-size pick-up truck, check to make sure it has a hook-type hitch. Open the hitch. Look at where the trailer is and make sure the area is clear for backing up. It is helpful to have another person guide you back to the trailer.

1. Back up to the trailer.
2. Stop – check trailer hitch height.
3. Raise or lower trailer with crank on trailer jack stand. Trailer hitch should be slightly higher than the truck hitch hook.
4. Back up until the trailer hitch makes contact with the truck hitch.
5. Stop – get out and lower trailer hitch onto truck hitch.
6. Remove trailer jack stand retaining pin and fold jack stand up into the transport position and reinstall retaining pin.
7. At the truck/trailer hitch connection close the top of the truck hitch.
8. There is a hole in the truck hitch top lever. Make sure the top hitch lever is completely closed and latched.
9. Through the hole insert a hairpin (retaining pin which latches and unlatches).
10. Plug in the trailer light cord to the socket on the back of the truck, making sure that the ridge on the light plug lines up with the groove inside the top of the truck socket.
11. Attach the trailer safety chains to the rings on either side of the truck hitch. The chains should cross each other under the tongue. The right chain to the left ring on the truck and the left to the right ring on the truck. This is if the trailer hitch breaks the trailer will still be attached to the truck and it will rest on the chains rather than hitting the road.
12. Pull forward and have someone check the lights while you operate them. Also check brakes, turn signals, four-way flashers and running or tail lights.

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Hoffman Estates Park District
Procedure for Spring Start-Up Victoria Irrigation

6.046 <u>Spring Start-Up Victoria Irrigation</u>

1. Unbolt the square green pump.
2. Cover one bolt on each side.
3. Close the pump drain plug.
4. Reassemble (tighten) RPZ diaphragm bolts.
5. Replace pump enclosure and bolts.
6. Close the manual drain valve in meter pit. Meter pit is located across the street (Crowsfoot Circle).
7. In the metal cabinet next to the controller pedestals turn the power on to the pump, breaker switch in breaker box, inside metal cabinet.
8. Go to the meter pit and slowly open the water supply valves.
9. Close the meter pit.
10. Run the system on a syringe cycle for one to two minutes per zone to check system operation.

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Hoffman Estates Park District
Procedure for Tractor Operated Aerator

6.047 Tractor Operated Aerator

This piece of equipment is used to punch holes in athletic field turf areas. The purpose is to help reduce compacted soil, allow water to soak in and some air contact with the soil. The user of this equipment needs to be trained and know how to operate a tractor. This unit is attached to the three point system on the back of a tractor. It is preferred that a tractor with turf tires be used. Four-wheel drive is also a plus but not required.

1. Hook the aerator to the tractor by attaching the tractor side bars to the pins on either side of the aerator front.
2. Attach the center bar from the tractor to the aerator's center bracket. Bars are all held in place with retaining pins or chips. The aerator does not operate with the P.T.O. but simply by rolling along the ground. It is weighted to push the tires into the ground.
3. To raise or lower the aerator use the draft levers on the right side of the tractor seat.
4. When traveling to or from a job site the draft levers should both be in the up position all the way.
5. At the job site run the tractor in either third or fourth gear low.
6. Line up the edge of the field to be aerated.
7. Lower the aerator all the way, then proceed to drive across the field to the other end. When you reach the end of the field raise the aerator.
8. Never turn with the aerator down. By not raising it in a turn it will tear the turf rather than punching the holes.
9. Raise the aerator, turn around, lower the aerator and proceed back across the field.
10. Continue this procedure until the field is complete.

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Hoffman Estates Park District
Procedure for Sod Cutter Operation

6.049 <u>Sod Cutter Operation</u>

The sod cutter is a walk-behind gas-powered, self-propelled implement for removing turf in strips from the ground. These strips are in turn used for sod in other areas. This machine has a moving cutter blade on the bottom which pivots back and forth. It has a drum-type drive wheel in front and a single wheel in back to help stabilize it. This machine uses regular gas. Safety equipment when operating this machine would be steel-toe work shoes, hearing protection, long pants and gloves.

1. Check engine oil level at the lower left front corner of the engine.
2. Make sure the gas tank is full, small tank is on top of the engine.
3. Do not fill on turf areas. Spilled gas will kill grass.
4. Make sure the drive wheel and cutter blade engage levers are in NEUTRAL. These levers are located on the lower right side of the machine. They should be in the DOWN position so they are pointing straight out from the machine side.
5. Make sure the main drive belt lever is in NEUTRAL. This lever is located on the left side of the panel between the machine handles. Pull this lever all the way back toward you. The lever has a round black knob on it.
6. To adjust cutter blade height, loosen the locking lever on the upper right side of blade frame, top center of machine. The lever located in the center of this frame will move the frame up or down.
7. Once height adjustment is made, tighten the locking lever on the right side of the frame. Never try to adjust height with the machine running.
8. On the right side of the engine just below the gas tank and above the recoil screen is a red switch. This is the on/off switch. Put this switch in the ON position.
9. The choke lever is on the right side of engine toward the handles and above the recoil. Move the choke lever to the CLOSED or START position.
10. There is a lever on the right handle. Hold this lever against the handle. Make sure the machine is in a stable position and pull the starter cord (recoil cord) on the right side of the machine until the engine starts.
11. The lever on the right handle is a KILL switch and will shut off the machine if any of the drive levers are engaged and it is released.
12. Once the machine is running move the choke lever to the OPEN or RUN position.
13. Increase the engine speed to full using the throttle lever on the right side of the panel between the handles.
14. Engage the drive wheel lever on the lower right front side of the machine - the lever closest to the front drive wheel.
15. The ENGAGE position is done by flipping the lever up.
16. While holding onto the machine, firmly move the main drive lever away from you. This will engage the drive belt and the machine will move forward.

17. Position the machine at the desired cutting location (lever between handles on the left side of panel). Flip up the cutter engine lever. Cutter engage lever is on the lower right side toward the back of the machine. Engage the main drive lever again and begin cutting.
18. After a few feet check the depth of cut and if necessary turn off the machine and readjust cutter height.

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Hoffman Estates Park District
Procedure for Building Checks Winter

6.050 <u>Building Checks Winter</u>

There are several buildings which need to be checked during the winter months. These checks should be done at least once each week and more frequently if there is severe cold weather. The buildings to be checked are:

Seascape (filter building, concessions, bath house)
North shop/garage
Kelley concessions
Charlemagne storage
Highpoint and Highland warming shelters

These buildings are checked to make sure the heat is operating where required.

Other checks to be done:

1. Make sure doors and windows are closed and locked.
2. Security light timers are properly set.
3. Inspect exterior of buildings for vandalism.
4. Security lights should be manually turned on periodically to be sure they work.
5. Building inspection/check sheets are filled out for each building. These sheets are available at the shop.

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Hoffman Estates Park District
Procedure for Back Pack Blower Operation

6.051 Back Pack Blower Operation

This is a gas-powered unit designed for blowing off light debris. Safety glasses, hearing protection, long pants and steel toe work shoes are necessary equipment when operating this machine. In some cases the operator may want to wear a dust mask. This unit has shoulder straps and is worn on the back while in use.

The blower runs on two-cycle gas, a 50:1 mix, the same as the weed whips. The two-cycle oil comes in a 5.2 ounce bottle. It is premeasured and is added to two gallons of gas. The gas tank is located below the engine on the back of the unit.

1. Fill the gas tank being careful not to spill.
2. Never fill unit on turf areas. Gas kills grass.
3. Never fill the unit when it is hot.
4. Never smoke while filling unit to avoid the risk of fire.
5. Replace the gas cap when the unit is filled.
6. There is a handle on the left side of the unit. There is a shut-off switch on this handle. Put this switch in the START or RUN position.
7. There is a choke lever on the top left side of the engine. Put this lever in the CLOSE position.
8. Pull the starter cord while holding the unit steady on the ground, until the engine starts.
9. When the engine starts and is running, move the choke lever to OPEN.
10. Take the unit and using shoulder straps, wear on your back, like a backpack.
11. On the left front side the handle with the shutoff switch also has a throttle lever.
12. The blower hose is located on the right side of the unit. Hold onto the blower hose with your right hand and with your left hand increase the engine speed to full with the throttle lever on the left handle.
13. When blowing surfaces make sure debris is not directed toward people, buildings or vehicles and that people are at a safe distance from the work area.

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Hoffman Estates Park District
Procedure for Pallet Jack Operation

6.052 Pallet Jack Operation

This is a hydraulic, manually operated tool for moving pallets. It is generally used inside buildings or the back of trucks (semi-trailers) where forklift accessibility is not possible. Steel toe work shoes are required when working with this tool.

This piece of equipment has a center handle on wheels attached to a set of forks on wheels and lift system. The center handle serves as steering and the hydraulic jack handle. The forks are at ground level pallet height and approximately four feet long, spaced to fit standard pallet openings. The handle has a loop top in the center of which there is a control lever. This control lever is for raising, lowering and neutral on the hydraulics.

1. To lower the forks, grasp the top bar of the handle loop and squeeze the lever up.
2. Push the jack forward placing the forks in the pallet openings. The jack should move easily back and forth if positioned properly in the pallet. This movement indicates that the fork wheels are clear of the bottom boards on the pallet.
3. Once the jack is in position push the level in the handle loop all the way down. It is now in the RAISE position.
4. Pump the handle up and down with the lever in the RAISE position.
5. Raise the pallet until it is off the ground and the jack rolls freely.
6. Place the control lever in the center position. This will keep the hydraulics in NEUTRAL and hold the pallet in position.
7. Either push or pull the load to its desired location. Once in the desired location squeeze the control lever up to lower forks.
8. When they are lowered pull the jack out of the pallet.

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Hoffman Estates Park District
Procedure for Truck Check

6.053 <u>Truck Check</u>

All trucks and tractors are inspected weekly. Truck checks take place each Wednesday morning. Each full-time employee is assigned three or four trucks to inspect. These weekly inspections are designed to help keep the mechanics informed on maintenance needs. There are four areas which are checked.

1. Fluids are checked for proper levels and filled as necessary.
2. Oil levels, power steering, water levels (radiators), windshield washer and hydraulic fluids are checked.
3. Electrical items checked are: Headlights, hazard signals, turn signals and horn. Electrical items needing service are referred to mechanics. Electrical checks are basically checking for burned out lights, or flasher units. These checks are done by turning on the vehicle and operating each light function.
4. Vehicle condition is also checked: body condition, break operation, steering, mirrors and windows. These items are again turned over to the mechanics if service is needed. Vehicle condition checks are done for visual appearance and key operating parts.

    a. Body condition consists of a visual inspection for body damage. Brakes and steering are checked by starting the vehicle after checking fluids and operating each item brakes and steering.
    b. Mirrors and windows are visually inspected for cracks or breaks.
    c. A visual inspection is made to make sure no mirrors are missing.
    d. Mirror adjustment is up to each individual operator.

Inspection check sheets are available in the shop and filled out each week for each vehicle and then reviewed by the mechanics.

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Hoffman Estates Park District
Procedure for Gas Sidewalk Edger Operation

6.054 Gas Sidewalk Edger Operation

This implement is gas-powered, has three wheels and a vertical blade for edging grass along paved walkways. Safety equipment for this includes safety glasses, hearing protection, long pants and steel toe work shoes.

1. Check the oil and fill if needed before starting engine.
2. Check and fill gas tank using regular gas. Do not fill over turf areas. Gas kills grass.
3. Make sure the blade is in the UP or DISENGAGE position using the blade control lever on the right side of handlebar.
4. Move the throttle control lever to the CHOKE/START position.
5. While steadying the machine with one hand, pull the starter cord located on the right side of the engine.
6. Once the engine starts, move the throttle lever to the RUN position.
7. Line up with the desired area to be edged and with the lever on right side of handlebar, lower the blade to the desired depth. This also engages the blade.

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Hoffman Estates Park District
Procedure for Push Mower Operation

6.055 Push Mower Operation

Gas-operated, not self-propelled, and makes a 21" wide cut. Safety equipment needed includes safety glasses, hearing protection, steel toe work shoes and long pants.

1. Check and fill gas using regular gas.
2. Do not fill on turf areas. Gas kills grass.
3. Check the oil and fill if needed.
4. Make sure the area to be mowed is clear of litter and debris which could be thrown by the mower or damage the mower.
5. Take care around buildings and vehicles when mowing and make sure that other people are clear of the mowing area.
6. All newer push mowers have a START/RUN bar or lever on the handle. This is a safety feature which will shut off the mower when the operator lets go of the handle.
7. The throttle lever is located on the handle. Move it to the START or CHOKE position.
8. Hold the start lever against the handle with one hand and with the other pull the starter cord located about ¾ up the handle.
9. When starting and running a push mower make sure your feet are away from the mower deck.
10. Once mower is running move the throttle lever to the RUN position.
11. To shut off the mower move the throttle lever to the OFF position and release the safety bar on the handle. Releasing the safety bar at any time when the mower is running will shut off the mower.

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Revision Date: ______________________ _________________________________

Review: DRB/DH 3/2/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Hedge Trimmer Operation

6.056 Hedge Trimmer Operation

A gas-operated tool for trimming and shaping shrubs, it will cut small branches up to 1" in diameter. The length of the cutter bar is 20". Safety equipment to be worn when operating this tool includes safety glasses, hearing protection, gloves, steel toe work shoes and long pants. A long-sleeved shirt or jacket would be a wise choice to protect arms from the branches. The shirt/jacket is suggested but not required. Care should be taken to avoid loose sleeves and hood strings that could get caught in the cutter.

This tool uses a 2-cycle, gas/oil mix, the same ratio as the weed whips. We have premeasured oil in 5.2 ounce bottles. Use one 5.2 ounce bottle in two gallons of gas. Oil is available from the mechanic.

1. Fill the gas tank located between the handle and the engine.
2. On the right side of the engine, behind the air intake filter, there is a cold start lever. Move this to the COLD START position.
3. Next, on the left side of the trigger handle there is an on/off switch. Put it in the ON position.
4. The trigger in the back handle on this machine is the throttle control.
5. Place the trimmer on the ground in the upright position and squeeze the throttle trigger all the way.
6. While holding the throttle trigger in and holding the trimmer securely on the ground, pull the starter cord to start the engine.
7. Once the engine is started, move the cold start lever to the RUN position.
8. Release throttle trigger to allow engine to idle.
9. In front of the engine there is a D-handle. This is a guide handle. Between this handle and the cutter bar is a hand guard.
10. Holding the trimmer by the back handle and the D-handle, squeeze the throttle trigger bringing engine to full speed.
11. Keep the trimmer level and begin to trim the selected shrub.

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Reviewed:	4/2005	JGiacalone/DRB
Reviewed:	4/2010	JGiacalone/DRB
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Reviewed:	9/2016	Dean Bostrom/D Hugen

Hoffman Estates Park District
Procedure for Brush Cutter Operation

6.057 Brush Cutter Operation

The brush cutter is simply a weed whip with a saw blade in place of the strings. Review of the weed whip operation sheet and training on the weed whip is a prerequisite for using this piece of machinery. Required safety equipment includes safety glasses, steel toe work shoes, hearing protection, long pants, gloves and chainsaw chaps. Chainsaw chaps are highly recommended because of the kick back potential with this tool. Starting procedure and fuel requirements are the same as a weed whip.

1. When operating the brush cutter run it at full throttle.
2. Do not swing or chop with it. Gradually bring it against the brush to be cut. This will cut brush and small saplings up to about 3".
3. By gradually feeding the blade against the brush to be cut, using a minimum of pressure, the blade will do its work.
4. Hold the machine level and steady while cutting. This will help prevent kick back and binding or pinching of the blade.
5. Make sure that people are clear of the cutting area by at least ten feet. This will insure that they are not hit by cut brush or the cutter in the event of kick back.
6. Other workers on the job should have safety glasses, gloves, hearing protection and steel toe work shoes.

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Hoffman Estates Park District
Procedure for Toro Walk Behind Mower Operation

6.058 Toro Walk Behind Mower Operation

This is a large, self-propelled lawn mower, which cuts a 36" swath. It runs on regular gas and can be used with or without a catcher for the grass clippings. Safety equipment when operating this equipment includes safety glasses, hearing protection, steel toe work shoes and long pants.

1. Check and fill gas tank. Use regular gas.
2. Do not fill over turf areas. Gas kills grass.
3. Gas tank is located top center in front of handlebar.
4. Check oil, oil filler cap with built-in dipstick, which is located on the right side of engine above exhaust.
5. Check hydraulic fluid. Hydraulic tank is located top center between gas tank and control panel on handlebar. Hydraulic tank has a smaller cap than the gas tank and has a built-in dipstick. Get fluid types (oil and hydraulic) and quantities from the mechanic.
6. Place the throttle lever located on the left side of the control panel on the handlebar in the CHOKE position.
7. There is a traction control bar on the handlebar to which a smaller bar is connected. This smaller bar is a safety bar, which activates a kill switch. When released, the blades are running or the mower is not in neutral. Hold this smaller bar against the traction control bar. Turn the key located on the left side of the control panel next to the throttle lever to the START position to start the engine. The key start works like a car ignition.
8. Once the engine starts release key to the RUN position.
9. Move the throttle lever to the RUN position.
10. To move the mower, push the traction bar forward to move forward. Pull back on the traction bar to reverse. Push forward on left corner and pull back on right corner of traction bar at the same time to turn left. To turn right push right corner forward and pull left corner back at the same time.
11. To engage blades, push switch to the ON or ENGAGE position.
12. Make sure when cutting that people are clear of the work area and that all litter has been picked up.

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Reviewed:	9/2016	Dean R Bostrom/DHugen

Hoffman Estates Park District
Procedure for Portable Water Tanks

6.060 Portable Water Tanks

We have two portable water tanks: one (1) 300-gallon tank and one (1) 500-gallon tank. These are top-filled from a fire hydrant. The 300-gallon tank is transported in a full-size pickup truck. The 500-gallon tank is transported in a small dump truck.

A. Place the tank all the way forward in the truckbed and secure it with a 3" webbed ratchet strap. Each tank has a water outlet pipe at the bottom. This should face the back of the truck. Attached to the outlet pipe is a hose, which in turn is attached to a small gas-operated booster pump.
B. One of the booster pumps is a 2-cycle engine and requires 2-cycle gas mix. Check which pump is attached to the tank you are using and see the mechanic for the proper fuel mix if it is 2-cycle.
C. Close the valve on the hose between tank outlet pipe and the pump inlet.
D. Hook up meter to hydrant and with 1½" hose attached to the top, fill the tank.
E. Check gas and oil on pump.
F. There is a garden hose on the outlet side of the pump. The hose is for watering.
G. Open the valve between tank outlet pipe and pump to prime pump.
H. Start the pump and begin watering.
I. When finished shut off pump and close valve between tank and pump. This will keep the water from draining out.

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Hoffman Estates Park District
Procedure for Gas Powered Water Pump

6.061 <u>Gas Powered Water Pump</u>

We have two of these pumps. They are used for pumping water from lakes, ponds or flooded areas. They are primarily used by us for operating portable irrigation where hydrants are not accessible. The other is used for ice making at lake sites where hydrants are not accessible.

A. Check oil and gas before use.
B. Briefly start the engine at the shop before going out to the use site. This suggestion is to ensure trouble-free use at the site.
C. Close choke.
D. Put the shut-off switch in the ON or RUN position and start with the pull cord.
E. Once running, open choke and move throttle to the RUN position.
F. At the use site attach the suction hose to the pump (3" hose with a screen basket on one end) on the inlet side large hose coupler.
G. On the pump outlet side attach 1½" water hose.
H. On the top of the pump impeller housing open the small black cap. Make sure the suction hose is in water source and the screen end is under water, the engine should be OFF.
I. Fill the impeller housing with water.
J. Replace the black cap and start pump.

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Hoffman Estates Park District
Procedure for Gas Powered Pole Pruner

6.062 Gas Powered Pole Pruner

This tool consists of a weed whip-type engine, a telescoping handle with a small chainsaw unit on the end. The handle extends to 10'. This tool is used for pruning trees where branches are too high to reach with a lopping shears, or when branches are too large for conventional pruners. It can cut branches up to approximately 6", enabling the operator to do trimming from the ground rather than climbing the tree or a ladder with a chainsaw. This tool is also much more efficient than manual pruning saws. Safety equipment when using this tool includes: hardhat, safety glasses, hearing protection, long pants, gloves, and steel-toe work shoes.

A. Check fuel, two-cycle gas, same mix as weed whips.
B. At the cutting head there is a small oil reservoir. This is for chainsaw bar oil to lubricate the chain and bar fill before using and periodically during use.
C. Rest unit on the ground, making sure that the area is clear around the cutting head, both for safety and also to prevent damage to or drilling of the cutting chain.
D. Starting procedure is the same as for a weed whip.
E. Put the stop switch on handle in the ON position.
F. Depress the prime bubble until full with fuel (this is on the back of engine).
G. Pull the cold start button out.
H. At the top of the engine squeeze throttle trigger and hold while starting the engine with pull cord.
I. Once started, push cold start button in.
J. Release throttle trigger to idle unit between cuts.
K. When cutting, run at full speed and do not twist unit. Twisting unit while cutting will damage cutting bar.

It is recommended that a first-time operator be accompanied by an experienced operator and be shown proper cutting techniques in an actual trimming situation due to the many variables involved in actual trimming. This will also enable the new operator to become comfortable with the machine as well as learn the different cutting techniques with the support of an experienced person.

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Hoffman Estates Park District
Procedure for Grounds Master Mower Operation

6.063 Grounds Master Mower Operation

The Grounds Master Mower is a riding mower which cuts a 6' swath and is used for mowing turf areas that are too large for walk-behind or push mowers, and too small for the large 580D mowers. They are equipped with a diesel engine and a hydrostatic transmission (hydraulic valves rather than a shift lever). Safety equipment includes: hearing protection, safety glasses, long pants and steel toe work shoes. The mowing deck is on the front of the unit. The engine is in the back.

A. Check all fluids (hydraulic, oil, radiator) prior to operation. Hydraulic fluid dipstick is located in the floor in front of the operator's seat. Engine oil dipstick is located on the side of the engine.
B. Coolant level is checked by removing radiator cap. Level should be approximately ½" from the bottom of the radiator opening. See a mechanic for proper fluids if needed.
C. Fill fuel tank. Controls are located to the right of the operator's seat.
D. Sitting in the seat to your right on the instrument panel there is the ignition key, battery gauge, fuel gauge and glow plug toggle and indicator. Hold the glow plug toggle until indicator glows red, then start engine with key.
E. Increase speed.
F. To move the machine forward, press FORWARD on the drive pedal.
G. To reverse press down on the lower end of the drive pedal. This pedal is located in the same place as the gas pedal on a car and has a similar appearance. It is not a gas pedal but will control movement speed by how much pressure is applied.
H. The engine speed is controlled by the throttle lever to the right of the seat.
I. When traveling from one location to another, and not cutting, raise the mowing deck with the lift lever on your right. This lever has a round knob and will lock in the UP position for transport.
J. At the desired mowing site, make sure the site is clear of debris and people are at a safe distance to avoid injury - approximately 20 feet.
K. Lower the mowing deck.
L. The long, flat lever to your right is the PTO lever and will engage the blades. Pull up and back to engage and proceed with mowing.
M. There are safety switches which will prevent starting the mower if the blades are engaged and will shut off the mower if the operator leaves the seat when the blades are engaged. These safety switches also prevent starting if the drive pedal is not in the NEUTRAL position.
N. The steering wheel column is adjustable using the small lever on the side of the steering column.

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Hoffman Estates Park District
Procedure for Chainsaw Operation

6.066 Chainsaw Operation

A gas powered tool for tree trimming, cutting of large branches and logs. Required safety equipment includes hearing protection, safety glasses, long pants, steel toe work shoes, gloves, chainsaw chaps and hard hat.

A. This tool uses 2-cycle gas at a mix ratio of 24:1. This would be 11 ounces of regular 2-cycle oil in 2 gallons of gas.
B. On the side of the saw engine housing there are two black caps. One is for the fuel mix and the other is for bar oil to lubricate the chain and chain bar. Fill both before starting, using care to put the proper fluid in each.
C. Check the chain tension by lifting up the chain. There should be approximately 1/8" space between the chain and bar when pulling up the chain. The chain should move smoothly by hand. Tension adjustment screw is located next to the bar on the front of engine housing.
D. To adjust tension on chain, loosen the two nuts on the side cover plate and make tension adjustment. Then retighten cover nuts.
E. At the back of the engine housing there is a handle. In this handle is the throttle trigger. Squeeze throttle trigger and on the left side of handle move the choke lever all the way down.
F. Place saw on the ground. Place toe in back handle opening and place one hand on D-handle across the front of saw to steady saw. Pull starter cord and start saw.
G. Once saw is running, squeeze and release throttle trigger to slow engine to an idle.
H. When cutting make sure cutting area is clear of debris and people.

This is an extremely dangerous piece of equipment and is never to be operated by untrained persons. New operators on this equipment should never operate it without the supervision of a trained, experienced operator. Hands-on training by an experienced operator is necessary because of the many work site variables and different cutting techniques for different situations.

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Hoffman Estates Park District
Procedure for Monthly Playground Inspection

6.068 Monthly Playground Inspection

Inspections are to be done once each month to ensure that no equipment has been broken or worn. The inspection also helps keep the parks free from vandalism and graffiti. When checking the equipment, the following should be closely inspected:

A. Swing seats should show no signs of cracking or exposed metal.
B. Swing chains should not be worn or twisted. If the chain is vinyl-coated, the coating must be intact and not worn out.
C. "S" hooks and the cleavis should not be worn due to friction or corrosion. The "S" hooks should be closed to 1/16" or the thickness of a credit card.
D. The hardware on all the equipment should be tight with no more than two threads of a bolt extending past the nut.
E. Be sure there are no sharp edges on the metal equipment, nor should there be any splinters on the timber or plywood equipment.
F. All equipment should be checked for solid footings, hardware and material. Any loose footings should be removed and re-poured. Missing or loose hardware should be replaced or tightened properly. Check for rusted or faded equipment.
G. Ground surfacing should be checked for proper depth and free of any foreign objects and leveled.
H. Trees and other landscaping should be trimmed to proper levels.
I. Any graffiti should be removed with the proper cleaner and the surface should be wiped down. Sandpaper should be used on wood equipment. The surface should then be repainted or stained.

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Hoffman Estates Park District
Procedure for Radial Arm Saw Operation

6.070 Radial Arm Saw Operation

A. When cutting, hold or clamp material down and firmly against the fence.
B. Start saw.
C. Pull saw slowly through material, never letting go of the saw.
D. Return saw back through the material.
E. Stop saw.
F. Remove material.

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Hoffman Estates Park District
Procedure for Table Saw Operation

6.071 <u>Table Saw Operation</u>

A. Always wear safety glasses.
B. Keep safety guard in place.
C. Check for nails or other defects on the wood.
D. Do not force wood.
E. When cutting wood, lay material flat down on table, hold firmly down and against fence, use push sticks when needed.
F. Adjust blade height no more than needed to cut material.
G. Turn on saw.
H. Slowly move material through blade completely.
I. Turn off saw.
J. Do not grab wood until blade stops.
K. If material is too large for one person to handle, use roll-off rollers to assist or ask for assistance.

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Hoffman Estates Park District
Procedure for Gas Pump Operation

6.072 Gas Pump Operation

A. Always wear safety glasses.
B. Keep safety guard in place.
C. Check for nails or other defects on the wood.
D. Do not force wood.
E. When cutting wood, lay material flat down on table, hold firmly down and against fence, use push sticks when needed.
F. Adjust blade height no more than needed to cut material.
G. Turn on saw.
H. Slowly move material through blade completely.
I. Turn off saw.
J. Do not grab wood until blade stops.
K. If material is too large for one person to handle, use roll-off rollers to assist or ask for assistance.

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Hoffman Estates Park District
Procedure for 6" Jointer Operation

6.074 6" Jointer Operation

A. When planing the wood on the flat side, start on the infeed table of the jointer.
B. Turn on jointer.
C. Moving across the cutter, push the wood to the outfeed side. Always use push blocks when planing the wood. Jointing cuts are to square the edge of the wood.
D. Hold the wood firmly against the fence.
E. Turn on the jointer.
F. Start on the infeed side, moving across the cutter head to the outfeed side.
G. Never cut off more than 1/16" at one time.

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Hoffman Estates Park District
Procedure for Man Lift (Genie) at Willow

6.075 Man Lift (Genie) at Willow

A. Insert the four outriggers into the "X" pattern sockets on the base frame.
B. Lift the lock pin.
C. Slide the outrigger into socket.
D. Release the pin and continue sliding the outrigger until the pin snaps into the hole.
E. Adjust the leveling jack at the end of the outrigger until the pads contact the ground.
F. Watch the bubble level on the base and adjust the leveling jack until the base is level.
G. Plug into an extension cord for power.
H. Only one person is to stand inside the unit.
I. Use the switch on the railing to raise or lower the platform.

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Hoffman Estates Park District
Procedure for Tent Set-Up

6.076 Tent Set-Up

A. The three sections of the tent should be placed on a flat, level surface and laced together using the hooks and loops on each section.
B. Two stakes should be pounded about halfway in the ground at each location where a post will be placed.
C. The guy ropes should be tied loosely to each stake to prevent the tent from sliding while the main posts are being installed.
D. All posts, on the side of the tent that's opposite the wind, should be installed providing access to the center post locations.
E. The "jump ropes" should be tied to each post to prevent the tent from "jumping off."
F. Using adequate manpower, walk the main posts under the tent.
G. Once the tip has been inserted in the receiver the post is then walked inward until the post is raised vertically.
H. The jump rope should then be tied on.
I. The second center post should be brought in from the opposite end and raised in the same way as the first. At this time, install all the other side posts and begin to tie them down tightly.
J. The stakes can be driven into the ground further to tighten them, after using a "come-along" or winch to relieve a majority of the slack.
K. All posts should be plumbed and placed in straight rows.
L. The center posts should also be plumbed and secured to copper rods with clamps.
M. The rods, if not permanent, should be 8" long and placed in the ground. The rods direct any lightning which may strike the tent, into the earth.

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Hoffman Estates Park District
Procedure for Concrete Mixer Operation

6.077 Concrete Mixer Operation

A. Wear safety glasses and gloves.
B. To turn on the mixer plug it into any 120V power.
C. Unplug it to turn it off.
D. The mixer will hold up to two (2) 90 lb. bags of premix concrete.
E. Be sure to be on level ground.
F. Put about one (1) gallon of water at the bottom of the mixer, then add one (1) bag of premix concrete.
G. Add another one (1) gallon of water, and let it mix.
H. Add the second bag of concrete.
I. Lift the end of the mixer and wheel to the hole.
J. Slowly pour concrete into the hole.
K. To clean the mixer, run about two or three gallons of clean water through while it is still on.
L. Dump out the water and wipe clean with a damp cloth.

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Hoffman Estates Park District
Procedure for Tennis Nets Installation

6.078 <u>Tennis Nets Installation</u>

A. When attaching the tennis net, hook the top cable to the single side pole.
B. Extend the opposite side of the net and loop the cable through the ratchet.
C. Ratchet the net until it is tight.
D. Center the net in the court.
E. Tie the bottom rope on both sides by wrapping it around the pole.
F. Start from the top and work down to the bottom. Tie it tight.
G. Install the center strap and wrap it around the net and clip the strap to the tennis surface.
H. Top center of net should be 36" above the surface.

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Hoffman Estates Park District
Procedure for Volleyball Nets Installation

6.079 <u>Volleyball Nets Installation</u>

A. With the poles cemented in the ground, and "S" hooks and eye bolts already screwed into poles, attach the cable or rope from the net to the "S" hooks to hold the net in place.
B. Extend the top cable to the other pole and put it through the top eye bolt and attach it to the ratchet.
C. Pull the bottom cable or rope through the bottom eye bolt and tighten.
D. Crank ratchet to tighten net.
E. Never over-tighten.

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Hoffman Estates Park District
Procedure for Manual Striper Operation

6.080 Manual Striper Installation

A. Shake the paint can thoroughly for one minute or longer.
B. Remove the cap.
C. Turn paint can upside down and insert it into the paint receptacle.
D. Press trigger to release spray.

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Hoffman Estates Park District
Procedure for Cleaning of Salt Truck

6.081 Cleaning of Salt Truck

A. After each use, salt trucks are to be completely emptied.
B. Any salt stuck in corners is to be shoveled out by hand.
C. Extra salt should be put away properly in storage bin.
D. The truck needs to be completely washed off, entire exterior, underbody, frame and inside of dump box with a salt neutralizing compound.
E. Salt cannot be left overnight in truck. Salt needs to be loaded and unloaded every time it is used.

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Hoffman Estates Park District
Procedure for Sewer Auger Operation

6.082 Sewer Auger Operation

A. Install proper size auger end for job, then plug cord into outlet.
B. Turn switch on motor in position for clockwise rotation with heavy leather gloves (preferably steel-braided).
C. Steady cable and depress foot switch. Cable will begin to feed.
D. Direct end into pipe. If end gets stuck, release foot switch, reverse motor rotation, depress foot. Switch cable will come back out.
E. Reverse motor rotation and try again until it gets through blockage.
F. Reverse motor rotation to remove cable from pipe.

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Hoffman Estates Park District
Procedure for Drill Press Operation

6.084 Drill Press Operation

A. Install drill bit.
B. Set material down on table and clamp.
C. Turn drill press on and slowly turn handle into material. Never force drill bit into material.
D. When drill starts to slow down, back off handle, let drill go back to full speed before slowly turning handle back down into material.
E. When using metal material, spray cutting oil on the area you are trying to drill through.
F. Adjust belt, depending on what you're drilling.
G. Adjust table height and level.
H. When completely through, back drill out and turn off drill press.

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Hoffman Estates Park District
Procedure for 12" Planer Operation

6.085 <u>12" Planer Operation</u>

A. When planing the wood, set it down flat on the resting area (1/32 for hard wood and 1/16 for other woods).
B. Turn on the planer.
C. Direct wood into the cutters. It will grab the wood and feed it through to the back on its won.
D. NEVER PULL THE WOOD THROUGH. LET IT FEED ITSELF.
E. Guide it with your hands, or with the roll-off rollers.
F. When finished, turn off planer.

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Hoffman Estates Park District
Procedure for Tractor Loading Operation

6.086 Tractor Loading Operation

A. To load the tractor bucket, drive the tractor to the pile.
B. Set the bucket to level position using the indicator or by eye.
C. Ease the control lever to the left to roll back the bucket.
D. To lift and carry the load, position the bucket in a level position and lift the arms off the ground, keeping the bucket as low as possible. Do this whether the bucket is full or empty.
E. To dump the bucket, lift the bucket high enough to clear the side of the vehicle.
F. Move the unit as close as possible to the side of the vehicle, then dump the bucket.
G. After the bucket is dumped, back away from the vehicle while lowering and leveling the bucket.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: _______________ __________________________________

Revision Date: _______________ __________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Striping Paint Mixture Operation

6.088 <u>Striping Paint Mixture Operation – Striper #2</u>

A. Plug in.
B. Open bucket of paint and mix three parts water to one part paint.
C. Place mixer in the paint.
D. Secure the lid on the bucket.
E. Pull the trigger and hold for about one minute.
F. Check Gas.
G. Place bucket of paint on the striper.
H. Put hoses in paint and put the lid on.
I. Turn switch on.
J. Pull the cord to start the engine.
K. Turn pressure/primer knob to prime. After primed, turn the knob to pressure.
L. Pull the handle to increase engine speed.
M. Pull the spray handle to spray paint.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: ________________ ____________________________________

Revision Date: ________________ ____________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Power Washer Operation

6.089 <u>Power Washer Operation</u>

There are two. Head (1) is for everyday uses. The other is for heavy grime. It moves in a circular motion.

A. Wear safety goggles.
B. Attach hose to the power washer and turn the water on.
C. Plug it in and push the button.
D. Attach the nozzle to the trigger head.
E. Turn the pump and heater on.
F. Select the proper temperature for the cleaning job. (We use a degreaser for our soap application.)

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: _______________ __________________________________

Revision Date: _______________ __________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Attaching Trailer to Truck Operation

6.090 Attaching Trailer to Truck

A. Back up the truck to the trailer.
B. Lower the trailer onto trailer hitch with a jack.
C. Close hitch and lock with hitch pin.
D. Cross only if too long, and attach trailer safety chains to the hitch.
E. Plug in the lights and check by turning on the 4-way hazard button.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Approval Date: _______________ ___________________________________

Revision Date: _______________ ___________________________________

Revision Date: _______________ ___________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Ratchet Strap Operation

6.091 Ratchet Strap Operation

When it is necessary to hook a strap to itself, there is a ring provided on the small 1" to 1¼" straps. The ring should be used in conjunction with the hook on the opposite end of the straps. The retaining rings are not provided. To hook the strap to itself, the end hook should simply hook together.

A. Attach strap side to trailer.
B. Insert the strap through or around object to hold it in place.
C. Thread strap into and through ratchet.
D. Attach ratchet side to trailer.
E. Ratchet until tight.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: _______________ __________________________________

Revision Date: _______________ __________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Sand Pro Operation

6.094 Sand Pro Operation

A. Check for enough gas.
B. Set the choke to close and throttle to fast.
C. To start vehicle, turn ignition key and open the choke.
D. Pull the implement lever back (it is in a neutral position) to raise implement, or forward to lower implement.
E. Press the forward/reverse pedal at the top of the pedal to go forward.
F. Press the bottom of the pedal to go backward.

Approval Date: _____11/21/00__________ _____JGiacalone_________________
Revision Date: _______________ ____________________________________

Revision Date: _______________ ____________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Upright Man Lift Operation

6.095 Upright Man Lift

A. Remove outriggers from storage locations.
B. Insert into outrigger sockets.
C. Push in until locking pin engages.
D. Repeat for all outriggers.
E. Level the base, centering the bubble by adjusting the screwjacks on the outriggers.
F. All 4 screwjack pads must be in solid contact with firm surface and indicator lights must be lit.
G. Look for external damage to mast.
H. Turn key on.
I. Pull out lower emergency stop button.
J. Enter the platform by lifting upper half of the cage.
K. Lower the cage until it latches.
L. Check area above platform.
M. Pull out emergency stop button.
N. Push both middle and top buttons to go up. Release to stop.
O. Check area below before lowering the platform.
P. Push both middle and bottom buttons to lower the release to stop.
Q. After use, turn the key switch off and remove the key.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: ________________ ____________________________________

Revision Date: ________________ ____________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Handy Herman Manlift Operation

6.096 Handy Herman Manlift

A. Drop down outriggers and screwjacks to level platform.
B. Turn the key on.
C. Lift the bar and enter platform.
D. Use motion and the up switch together to raise. Release to stop.
E. Use motion and the down switch together to lower. Release to stop.

Approval Date: _____11/21/00__________ _____JGiacalone_________________

Revision Date: _______________ __________________________________

Revision Date: _______________ __________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Line Striper Operation & Clean-up

6.098 Line Striper Operation & Clean-up

A. Check engine oil in both front and rear engines using the dipstick. The engines on the front and rear of the unit are identical so the dipstick location on both units will be identical.
B. Check hydrostatic oil reservoir level. It is located on the rear unit and is a black box mounted to the seat back. The level should be just above the baffle inside the tank. If it is low, get a mechanic to fill it for you.
C. Check gasoline levels on both engines. Both engines take regular gasoline.
D. Fill paint bucket to about 3 – 4 inches below top of the bucket. Do not fill any higher or paint will spill out if you go over a bump or try to put the striper on the trailer.
E. Put a couple of drops of throat shaft lubricant on pump shaft before running paint through pump.
F. To start engines:
   1. Both engines are started in the same way. First, turn red stop switch on motor to the ON position.
   2. Move black lever on carburetor to the right. This will turn the fuel line on.
   3. Move the gray lever above the fuel line to the left, or full choke.
   4. Pull recoil until engine starts.
   5. After a couple of seconds move choke to the right. Do this for both engines.
G. To Prime Spray Pump
   1. As you sit on the striper, on the right hand side, under the handlebars, turn the black knob clockwise about ¼ to ½ turn.
   2. Wait for the bubbles to stop surfacing in paint.
   3. Turn black knob back counter-clockwise to the spray position.
   4. Pressure is adjusted by turning the dial located on the "dashboard" next to the red, emergency stop button.
H. To Move Unit
   1. Release parking brake located between your legs and on the frame by pulling lever towards you.
   2. To move forward, push foot pedals down and forward (toes down).
   3. To move backward, push foot pedal down and back (heels down).
   4. To make turns as you move forward or backward, squeeze left hand caliper and turn handlebars right or left. If you do not squeeze hand caliper the front unit will tip if you try to turn sharply, and it is harder to maneuver.
   5. For a straight line do not squeeze hand caliper. The caliper will lock or unlock the front caster wheel.
   6. If you get off the machine without setting the parking brake it will shut off.
   7. To restart engine, set parking brake to engage by pushing it forward and restart the engine. **The motor will run if the parking brake is set and you get off the seat**.
   8. If the unit does not move when you move foot pedals, set the parking brake and go to the rear of the unit.

9. As you look at the engine to the left of it, mounted to the seat back is a chrome motor. On the motor is a **"T"** handle. Turn that handle in by twisting it clockwise. If unit still doesn't move, get the mechanic.

I. To Spray a Line

1. After both front and rear engines are started and the front pump has been primed, squeeze right hand caliper.
2. To stop spraying let go of the caliper.

J. To Clean Striper

1. Remove paint bucket and replace it with a bucket of clean, warm water.
2. Reprime pump and spray about 1 – 2, 5-gallon buckets of clean water through pump or until the water sprays out clear.
3. Shut front engine off by pushing red, emergency stop button located on the "dashboard."
4. Squeeze right hand caliper to release pressure in gun.
5. Unscrew filter housing located next to stop button, on "dashboard."
6. Clean filter and housing and reattach hand tight only.
7. Clean the rest of the machine using a hose or pressure washer.
8. Make sure that the foot pedals, handlebars and wheels are cleaned very well so that paint doesn't build up on them.

Approval Date: _____3/26/00__________ _____JGiacalone_________________

Revision Date: _______________ __________________________________

Revision Date: _______________ __________________________________

Reviewed DRB/DH3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Park Services Division
Procedure for Personal Appearance Standards

6.101 Personal Appearance Standards

As employees of Hoffman Estates Park District, we must all strive to outwardly project a professional appearance. Hoffman Estates Park District residents who do not use our programs and facilities only contact with the district would very likely be an encounter with staff that is mowing the parks, working on the ball fields or implementing a repair in a park. It is our responsibility to provide quality services while projecting a professional appearance.

A. Acceptable Attire
All outer garments must appear on the Uniform Requisition Sheet and be ordered through the Park Services Department. Supplemental outer garments will not be acceptable. Hats are not on the requisition sheet and are the exception. Employees may wear there own hats while on duty. Logos, pictures, and writing that may be printed on the hat if deemed inapproiate by a supervisor will not be allowed.
B. All outer garments will have two (2) patches on them. One will have the Hoffman Estates Park District logo, the other the employee's first name. All clothing will be in good order, free of stains, tears, paint, missing buttons, etc.
C. Uniform shirt will be buttoned all the way except the top button. The shirt will be tucked in at all times. Not only will this present a professional appearance, but also provide a safer environment around machinery by reducing the amount of loose clothing.
D. Seasonal employees will wear district-approved t-shirt with the Hoffman Estates Park District logo and the employee's name on the front. The shirt will be tucked in at all times. At their own expense, seasonal employees may purchase the standard full-time long or short sleeved shirt with patches. Sweatpants or short pants will not be allowed as leg wear. Because seasonal employees are only given shirts. In cold or inclement weather the need will arise to wear a more suitable outer garment such as hats, jackets, coats, or sweat shirts. Under such conditions the outer garment will be in good order. Free of stains, tears, paint, and in a over all clean condition. Logos, pictures, and writing that may be printed on the garment if deemed inapproiate by a supervisor will not be allowed.
E. Footwear, whether full-time or seasonal employees, will be steel-toe work shoes or work boots at all times.
F. Rain gear is the only outer garment that the district logo and name patch is not required on.

Approval Date:	6/6/02	J. Giacalone/DRB
Reviewed:	4/2005	J. Giacalone/DRB
Reviewed:	4/2010	J. Giacalone/DRB
Reviewed:	3/2013	J. Giacalone/DRB
Reviewed:	9/2016	Dean Bostrom

Revision Date: ______________ ________________________

Reviewed: DRB 9/2016
Reviewed by Admin Staff and CT 9.2022

ACKNOWLEDGEMENT OF RECEIPT

I have read Park Services Division Procedure 6.101 regarding **Appearance Requirements** and will comply while on duty.

______________________________ __________________________

Name Date

____

Signature

Hoffman Estates Park District
Procedure for Acting on Encroachment
Upon Hoffman Estates Park District Property

6.102 Encroachment on Hoffman Estates Park District Property

A. The Director of Park Services / Development & Risk Mgt. will prepare correspondence to the encroaching residence / resident, giving thirty (30) days to correct the situation and restore the land to its original state, or to notify the Park District of their desire to arrange a meeting with staff to review the encroachment on site.

B. If the location of the encroachment is disputed by the resident(s), or if the extent is unclear due to its proximity to the property line, the Park District will request a copy of the resident's plot of survey. If the plot of survey is not produced, the Division Director will have the property in question surveyed. **If the survey determines that the district is correct about the boundary location, the cost of the survey will be passed along to the resident.** If the survey determines that the resident is correct, the district will absorb the cost of the survey.

C. Resident may, as a final appeal, petition the Board of Commissioners. The decision of the Board will be final.

D. If the resident does not respond to the original letter, a second letter will be sent within thirty (30) days. The second letter shall notify the resident of the consequences if the encroachment is not removed within 60-days of the first letter sent. If there is still no response, or if the resident responds and refuses to correct the situation, the **Village Police and or Code Enforcement Department will be notified and requested to issue a citation of $750.00 for each day the encroachment exists.**

E. If the encroachment is not removed by the violator, Park District staff will arrange to have the encroachment removed, and send an invoice to the resident in the amount time and material involved to remove the encroachment.

Approval Date: ________________ ______________________________

Revision Date: ________________ ______________________________

Revision Date: 4/16/12 Dean Bostrom

Hoffman Estates Park District
Park Services Division
Procedure for Hydraulic Service Jack Operation

6.104 Hydraulic Service Jack Operation

The hydraulic service jack is designed for automotive and equipment lifting. Once the equipment is raised to the desired height, jack stands must be used to support the equipment.

A. Do not exceed rated capacity.
B. Use only a lifting device. Do not use it to support a load or vehicle.
C. Use jack on a hard level surface.
D. Center load on lift cap.
E. Use jack stands after lifting a vehicle load.
F. Lift only at locations specified by manufacturer.
G. Do not crawl under a vehicle when placing jack stands to support.
H. Slowly lower vehicle.
I. Before using the jack, a visual inspection should be made prior to operation. Check for bent or worn parts, hydraulic leaks, and damaged, loose or missing parts.
J. When using jack, place jack on hard, flat level surface. Push jack under vehicle and place jack cup on sturdy place to raise vehicle (usually on the frame of the vehicle).
K. Twist handle clockwise until it stops.
L. Push down handle of jack. Lift up and push down, continuing until desired height.
M. While lifting equipment, keep an eye on the jack to be sure it stays flat on the ground. Be careful not to let the jack sway sideways.
N. Install jack stands under the vehicle in a sturdy spot. Do not crawl under vehicle.
O. Carefully twist handle counterclockwise to lower vehicle on jack stands.
P. When removing jack, place jack under vehicle. Turn handle clockwise.
Q. Push handle down and lift up, continuing until jack raises vehicle off jack stands.
R. Remove jack stands. Do not crawl under vehicle.
S. Twist jack handle counterclockwise slow to lower vehicle.
T. Remove jack from under vehicle.

Approved: _____6/24/03___________________ ______JGiacalone________

Revised: ______________________________ ________________________

Revised: ______________________________ ________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Parts Washer Operation

6.105 Parts Washer Operation

The parts washer is used for cleaning greasy, oily and dirty parts.

A. Always wear safety glasses.
B. Always wear the rubber gloves provided.
C. Lift the handle on the lid to open.
D. Turn on the power by flipping the switch upward, located on the right side. The fluid will come out of the spout.
E. You can adjust the pressure of the fluid by turning on the valve, which is located on the fluid line. There is also a hose with a spray nozzle which can be used.
F. To operate the hose, turn the valve on the fluid line to "off" and squeeze the handle on the hose.
G. Flip the switch to the down position when finished.
H. Close cover when not in use or soaking parts.
I. Be careful not to splash the solvent out of the tank.
J. Always wash hands after using the parts washer.

Approved:	6/25/03	John Giacalone
Revised:		
Revised:		

Reviewed DRB/dh 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Mobile Column Lift Operation

6.106 Mobile Column Lift Operation (see attachments)

A. The mobile column lift is a moveable, electrically driven hydraulic lift used for lifting vehicles.
B. There are four (4) lifting columns. Each lifting column has a lifting capacity of 16,000 pounds, and all four have a capacity of 64,000 pounds.
C. The control system on the lifting columns ensures the columns are raised or lowered synchronically by a positioning sensor.
D. To position a column it operates like a pallet jack.
E. Grab the handle. Push down the lever in the center of the handle.
F. Push the handle up and down about eight times.
G. Push or pull the column.
H. Placing the lifting arms under the tires of the vehicle, pull the lever in the handle upward to lower the column.

Approved: 07/29/03 John Giacalone

Revised: __________ __________

Revised: __________ __________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Bus Wheelchair Lift Operation

6.107 Wheelchair Lift Operation

A. Start Bus.
B. Turn on the switch for the lift. The switch is on the left-hand side of the dashboard.
C. To open the lift door from the outside, turn the door handle to the left and open.
D. There is a chain on the inside of the door. Attach the chain to the loop on the side of the bus.
E. The control for the lift is on the left-hand side. Reach inside and grab the controller.
F. Stand clear of the lift.
G. Using the control, push the unfold out button to unfold the lift.
H. Push the down button to lower the lift.
I. Push wheelchair on lift and have the individual hold onto the side rails.
J. Push the up button to raise the lift.
K. Move the person in the wheelchair to a designated spot in front section of the bus and use the tie-downs located in the compartment above driver's seat.

Tie Down Procedure

A. Before a wheelchair can be loaded onto the bus, the first two (2) rows of seats need to be removed.
B. Staff is to inform the Parks Division mechanics that a wheelchair passenger is scheduled. The mechanics will remove the appropriate seating and store them at the maintenance facility.
C. There are four gray straps. Use these straps and attach the hook end of each strap to one corner of the wheelchair. The other end of the strap connects to the floor
D. There are grooves in the floor where they attach. Place the flat side of the other end of the strap on the floor and lift up on tab and set in groove of floor.
E. There is a long square in the center. Push in the release button and one end will fold up.
F. Pull strap tight and close the release brackets.
G. There are three lap belts. Using the two black lap belts with hooks on ends, connect one to each side of wheelchair. Pull male end of belt to tighten.
H. The third belt connects to male end of seat belt where you see a round tab sticking up. The other end connects to the wall.
I. Using the same method as connecting the gray ones to the floor, pull belt to tighten.

Reviewed DRB/DH 3/2018

J. Push the fold-in button to put the lift up in and transport mode.
K. Unlatch chain from side of bus and connect to inside of door.
L. Push door closed and turn door handle to the right.
M. Push the lift switch to off located on the left-hand side of dash.

Approved: 11/24/03 John Giacalone

Revised: ________ ________

Revised: ________ ________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Small Bus Wheelchair Lift Operation

6.107a. **Small Bus Wheelchair Lift Operation**

A. Park vehicle on a level surface, place transmission in park and put parking brake on with vehicle running
B. Open lift door and secure door with latch on side of bus
C. Standing in front of lift on right side of Column, flip the silver switch to on and grab the lift operation controller mounted on the column
D. With controller in hand step to the side away from where lift will be lowering
E. Press and hold the Unfold button until platform stops at floor level
F. Press and hold the Down button to lower lift to the ground and the ramp unfolds when all the way down
G. Load passenger on to lift in between yellow lines and engage wheelchair brakes
H. Press and hold the Up switch the ramp will fold up and raise lift to floor level of unload passenger on to bus
I. Press and hold the Fold switch until the lift folds up to transport level
J. Flip power switch to off and put controller back on right side of column, unlatch door from side of bus and secure door closed
K. Release parking brake

Tie Down Procedure/Securing Wheelchair

A. The bus accommodates two wheelchairs
B. The back two seats on left side fold up
C. There is a red lever behind each seat push down seat will fold forward
D. There is a red lever underneath each seat pull lever up seat lift seat up towards the window and it will lock in place when raised all the way up
E. Position wheelchair in place
F. On the floor there are four seat belts with hooks on the end on the back side of seat belts is a pink lever push lever down and hold it down while pulling belt out attach the hook to each corner of wheel chair and release pink lever
G. The shoulder harness is located on the back wall pull belt down it should go from the right side of shoulder through opening of wheel chair on left side down to the back left side bottom put the hook from floor seat belt through the hole and reconnect hook seat belt to the floor
H. To put seats back to normal position there is a red lever in middle of seat push lever in and fold seat down to floor on back side of seat push red lever down and fold back of seat back in position

Approved: 12/10/14 John Giacalone, Director Parks & Risk

Revised: ____________________ ____________________

DRB/JG 12/2014

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Bus Operation

6.108 Bus Operation

A. Prior to departure the bus should have a fully charged cell telephone and the operator must be made aware of the cell telephone number.
B. Fill out the pre-trip inspection form. The forms are in a binder located in the storage compartment on the dashboard.
C. When trip is completed, fill in the post-trip inspection, which is on the same form.
D. The white copy of the completed form is to be turned in to the mechanics. The yellow copy goes in the binder located on the bus.
E. Walk around the bus looking for scratches, dents or damage and report all to the mechanic or supervisor. Write it on the inspection form.
F. Turn key until dashboard lights go on. You will see an orange glow plug light. When that light goes off, turn ignition over to start bus.
G. Turn on all the light switches. Walk around the bus to make sure all marker and flashing signals are operating. Check operation of interior lights.
H. Turn bus off. Open the hood. Check the oil and all other fluids. Add fluids if necessary. Close hood.
I. Adjust mirrors.
J. Check all emergency exits so they operate properly.
K. Check for fire extinguisher and all other safety supplies.
L. The insurance forms, safety inspection form, and fuel key are located above the driver's seat in a plastic pouch.
M. Start bus.
N. Put foot on brake pedal and lift up on parking brake handle which is on the left side.
O. Select gear and proceed.

Approved: 11/24/03 John Giacalone

Revised: ____________________ ________________________________

Revised: ____________________ ________________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure Bus Emergency Breakdown

6.109 Bus Breakdown

A. The bus should not go out without a fully charged cell phone. The operator must know the cell phone number.
B. Pull the bus over to the right hand side of the road, and if possible, the nearest side street or parking lot.
C. Turn on the four-way flashers before leaving vehicle.
D. Set up the warning triangle flare kit assembly.
E. Raise two arms and snap pin into slot.
F. Turn base ¼ turn to stop position.
G. Placement of triangles: On a two-way highway, place one triangle 100 feet or approximately 40 paces in front of disabled vehicle. Place second triangle 10 feet behind vehicle, and the third triangle 100 feet or approximately 40 paces behind the vehicle.
H. On a divided highway: place one triangle 10 feet behind vehicle, place second triangle 100 feet or approximately 40 paces from the vehicle. Place the third triangle 300 feet or approximately 80 paces from vehicle.
I. Stay with the bus. Do not leave it unattended.
J. Find out your exact location and the address where the bus broke down.
K. Call the first person on the emergency response list (attached). If unable to reach that person, call the next person on the list.
L. The person on the list will set up the towing of the vehicle and set up another bus to pick up the passengers.
M. Leave your cell phone number with the person who is assisting you.

Approved: 11/24/03 J. Giacalone, Director of Parks & Risk

Revised: 3/2018 D. Hugen, Director of Parks & Facility

Revised: ____________ ____________

Reviewed CT/dh 9/2022

Reviewed by Admin Staff and CT 9.2022

BUS EMERGENCY RESPONSE LIST

Brad Hansen
Office: 847/285-5470
Mobile: 847/652-1394

Bill Falsetti
Office: 847/285/5460
Mobile: 847/561/1327

Dustin Hugen
Office: 847/285/5465
Mobile: 773/653/9424

Redmonds Towing	847/895/6162
Roadway Towing	847/841-7910
Community Center & Ice Arena	847/885-7500
Police & Fire	9-1-1

First Student Bus Emergency Numbers: 847/352/7900

Reviewed CT/dh 9/2022

Hoffman Estates Park District
Procedure for Parking Lot Salting

6.110 Parking Lot Salting

1. Load dump truck with salt spreader attachment. Load road salt from bin at shop or at the village salt storage.
2. Apply salt to parking lots when snow has been plowed off.
3. Use the spreader and spinner settings as outlined in the Spreader Operation procedure.
4. Salt should be applied in the traffic lanes of the parking lot.
5. Parking spaces and curb lines should only be salted if hazardous conditions exist. If this is necessary, care should be taken to avoid spreading salt on non-parking surfaces, (sidewalks, turf areas, & garden beds).
6. Salt should not be applied at rates which require sweeping at the end of snow removal operations.

Approved: 11/24/03 John Giacalone

Revised: ____________ ____________

Revised: ____________ ____________

Reviewed DRB/dh 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Reporting Enroachments in Parks

6.111 Reporting Encroachments in Parks

A. In order to maintain park property and boundaries, it is necessary to identify and report any encroachments. Examples of encroachments are, vegetable gardens, flower beds, trees, shrubs, and other landscape. Other encroachments include but are not limited to the following: play structures, horseshoe pits, fences, sump pump and gutter discharges, and resident mowing of park property.

B. Encroachments that are identified by maintenance staff full time or seasonal must be reported to a supervisor. Supervisors identifying an encroachment must report encroachment to the division director.

C. When reporting an encroachment the following information is required:

- Name of Park
- What the encroachment is.
- Location of encroachment in the park.
- Residents address

Approved: 11/24/03 John Giacalone

Revised: ____________ ____________

Revised: ____________ ____________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Sidewalk Salting

6.112 Sidewalk Salting

A. Clear snow off sidewalk.
B. Fill spreader with sidewalk ice melter. Do not use rock salt, bagged product has been purchased to use for sidewalks. This product is formulated for use on concrete without damaging it.
C. Use drop spreaders to apply sidewalk ice melter this will keep the melter on the sidewalk and out of the grass and plant areas.
D. Melter is to be applied lightly over the entire sidewalk surface, enough to melt snow and ice. Melter should not be applied so heavy that it accumulates to levels that can be tracked into the buildings or amounts that require sweeping.

Approved: 11/25/03 John Giacalone

Revised: ____________________ ____________________

Revised: ____________________ ____________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Cannon Crossing Irrigation Winterization

6.113 Cannon Crossings Irrigation Winterization

A. Shut off main water valve in manhole (east of the irrigation control box) using the T-handle water wrench.
B. Remove access panel from the side of the green metal pump and valve box.
C. Inside pump box, to the left when facing the box opening from the outside, there are 2 steering wheel type handles. They are approximately 8 inches in diameter, turn them all the way off.
D. Immediately inside the box in front there are 2 smaller hose bib style handles, open the one to the left to drain off water. BE CAREFUL, DON'T STAND IN FRONT OF THESE WHEN OPENING, WATER SPRAYS OUT. Leave this handle open till the water stops draining. Open the handle on the right and leave open till water drains out.
E. When the water has drained out of the to valves in #4, close the one on the left. The one on the right is where the air compressor line gets connected.
F. Open double door cabinet on the side of the pump box. Inside this cabinet is a breaker box, turn off the power switch for the pump.
G. Open the controller boxes.
H. Hook up air compressor hose to the air compressor and the connection at the front of the pump box.
I. Start the compressor.
J. Go to the controller boxes, starting with the baseball controller, put it in Stand Alone mode. Now go to the Multi- Manual setting. Using the arrows adjust the run time for 2 minutes and press enter in the center of the arrows, with the air compressor running. When the first zone shuts off, using the arrows scroll to the next zone, set run time for 2 minutes and press enter. Do this for each zone on the four ballfields (1, 2, 3, & 4). Next go to the Soccer controller and repeat this same procedure, once the soccer fields are done return to the baseball and go through the same procedure again, and then to the soccer a second time. There are 3 soccer fields.
K. When all zones have been blown out twice or until only a fine mist comes from the sprinkler heads, shut down the air compressor and disconnect. Leave the valve open where the air connection is made.
L. Put the controllers in the OFF mode. Close and lock controller covers.
M. Make sure the pump switch is off, close the breaker panel, close and lock the breaker panel cabinet doors.
N. In the manhole with the shut off valve, there is a hose bib type handle off the side of the pipe. Open this valve and leave open. Close the manhole.
O. Inside the pump box open the small hose bib handle which is on the left. Open all of the small blue T-handles.

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Reviewed by Admin Staff and CT 9.2022

P. Between the two steering wheel-type handles is where the RPZ unit is located. Loosen the bolts on the RPZ unit.
Q. Open the pump drain valve on the bottom end of the pump.
R. Reinstall the access panel to the pump and valve box.

Approved:	11/25/03	John Giacalone
Revised:		
Revised:		

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Cannon Crossing Irrigation Shutdown

6.114 Cannon Crossings Irrigation Winterization

A. Shut off main water valve in manhole (east of the irrigation control box) using the T-handle water wrench.
B. Remove access panel from the side of the green metal pump and valve box.
C. Inside pump box, behind the pipes are two 9" diameter steering wheel handles. Turn these off.
D. Immediately inside the box in front there are 2 smaller hose bib style handles, open the one to the left to drain off water. BE CAREFUL, NOT TO STAND IN FRONT OF THESE WHEN OPENING, TREMENDOUS WATER PRESSURE MAY CAUSE INJURY. Open the handle on the right and leave open till water stops draining.
E. Close the valve on the left. The one on the right is for the compressor line. Connect a compressor fitting to this bib on the right.
F. Open double door cabinet on the side of the pump box. Inside cabinet is the breaker box for the pump. Turn off switch for the pump. Lock the doors.
G. Re-open 8" steering wheel handles inside the box.
H. Hook up air compressor hose to the air compressor and the connection at the front of the pump box on the right. Start compressor.
I. Go to the controller boxes. On the left one (soccer fields) place in Stand Alone Mode. The place in Multi-Manual setting. Number on the left is zone, on the right is time. Use the arrow buttons, set the zone to 1, the time to 3 minutes and hit enter.
J. Repeat this procedure on the right controller (baseball fields) changing the zone after each three-minute interval on both controllers. Soccer controller zones 14, 15, 16 and 32 are not used. Baseball zones 16 and 32 are not used. Repeat entire procedure three times for both controllers.
K. When only a fine mist shows, blowout is complete.
L. Place the controllers in the OFF position and lock boxes.
M. Shut down air compressor and disconnect. Leave valve open.
N. Open left valve to allow air to escape.
O. In the manhole, open the small house-type bib. Close manhole.
P. Between the two steering wheel handles in the box is where the RPZ is located. Loosen the bolts on the units.
Q. Open the pump drain valve on the bottom of the pump. Reinstall valve box cover.

Approved: 11/12/04 John Giacalone

Revised: ____________ ____________

Revised: ____________ ____________

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Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Hot Work Cutting & Welding

6.115 Hot Work Cutting & Welding

A. Pre Work Checklist

1. Supervisor completes a hot work permit and a copy is retained.
2. Any compressed gas cylinders to be moved in a vehicle must be firmly secured in an upright position, strapped or chained in place, and all safety caps securely screwed in place.
3. Verify that sprinkler systems, fire extinguishers, or water hoses are in good working condition.
4. Inspect all hot work equipment to make sure that it is in good working condition.
5. The following personal protective equipment is made available and is used:
   - Face shield/proper eye lenses
   - Leather gloves
   - Leather gauntlets, long sleeve shirt, pants, etc.

6. Evaluate these fire safety precautions within 35 feet of the work area:
   - Ensure the atmosphere does not contain explosive chemicals.
   - Remove any flammable liquids, paper or related items from the work area.
   - Use fire resistant tarps or metal shields over floors, walls, or other openings.
   - Sweep the floor of any debris.
   - Wet down combustible floors, walls and related areas when possible.

B. Fire Watch/Work Area Monitoring

1. There should be at least one employee provided for an onsite fire watch for at least 60 minutes following the completion of the hot work.
2. The fire watch should be provided with an appropriate fire extinguisher or water hose and communication device.
3. The fire watch should look for signs of heat, smoke, etc. which may occur in the hot work area. Also, look for signs of fire above or below ceilings and on both sides of walls and floors.
4. **In the event a fire is noted, the employee should immediately sound the fire alarm and call the fire department. The fire watch can then attempt to extinguish the fire.** Fires that occur in walls or between floors may be difficult to extinguish after they have been smoldering. For this reason, it is very important that the fire department be contacted so that they can conduct a professional assessment to determine if the fire is fully extinguished.

5. The hot work area should be inspected approximately 4 hours after the job is completed to again ensure that no fire is present.

Approved:	4/1/05	John Giacalone
Revised:		
Revised:		

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Hoffman Estates Park District
Procedure for Fuel Pump Operation

6.117 Fuel Pump Operation

1. Shut vehicle off (never leave it running).
2. Never smoke or have open flames around when fueling vehicle.
3. Use caution when filing vehicle.
4. Never leave a vehicle unattended when fueling.
5. Report any fuel spills over approximately one (1) pint to the supervisor.
6. Fuel pumps have a keypad located on the pump island.
7. Vehicle chip keys to be used in the keypad are on each vehicle key ring. The key is black – plastic.
8. To activate the fuel pumps:
   a. Enter your 4-digit driver number.
   b. Insert chip key in bottom of keypad.
   c. Enter your 4-digit password.
   d. Enter vehicle mileage or hours.
   e. Enter pump number: 1 or 2 for gas / 3 or 4 for diesel.
   f. Open fuel door and cap on vehicle.
   g. Lift nozzle from side of pump to be used, flip lever on side of pump toward the front of the pump.
   h. Place fuel pump nozzle in fuel tank opening of vehicle, squeeze trigger on pump to dispense fuel.
   i. Nozzle will shut off when tank is full.
   j. Remove nozzle from vehicle and place it back on the pump.
   k. Close fuel cap and door on vehicle.
9. To obtain your driver number and password it is necessary to contact the fuel system administrator (Supervisor of Mechanics).

Approved: 4/1/05 John Giacalone

Revision Date: ______________ ______________________________

Revision Date: ______________ ______________________________

Reviewed DRB/DH 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Liquid Underground Storage Tank
Leak Notification

6.118 Liquid Underground Storage Tank Leak Notification Procedure

A. Suspected Or Confirmed Releases: When release detection methods indicate a suspected or confirmed release. Take the following steps, as appropriate.

1) Stop The Release
2) Take immediate action to prevent the release of more product.
3) Turn off the power to the dispenser at the emergency shutoff switch located on the outside of the building directly across from the fuel island. Cover and secure the nozzle(s).
4) Empty the tank(s), if necessary, without further contaminating the site. Our contact for this is: DRW Services (708) 758-9137.
5) Contain, absorb, and clean up any surface spills or overfills. Keep enough absorbent material at your facility to contain a spill or overfill of petroleum products until emergency response personnel can respond to the incident.
6) For spills or overfills contain the spill by spreading Turface/Oil Dry around the perimeter of the spill to prevent spreading or runoff into storm sewers. Turface/Oil dry is located in the ball field room next to the mechanic shop. (Be sure to properly dispose of used absorbent materials.)
7) Mark the area off with orange cones or yellow caution tape.
8) Identify any fire, explosion, vapor hazards, ignition sources and take action to neutralize these hazards.
9) Call for help.
10) Clean up with a spark-free shovel. (Be sure to properly dispose of used absorbent materials.)
11) Contact your local fire or emergency response authority.

B. Leak/Spill/Overfill Notification

If any of the following are observed, contact The Illinois Office of State Fire Marshal and IEPA to report a suspected or confirmed release as soon as possible (within 24 hours).

1) Any spill or overfill of petroleum that exceeds 25 gallons or that causes a sheen on nearby surface water. (Spills and overfills under 25 gallons that are contained and immediately cleaned up do not have to be reported. If they can't be quickly cleaned up they must be reported to IEPA.)
2) Any released regulated substances at the UST site or in the surrounding area, such as the presence of liquid petroleum; soil contamination; surface water or groundwater contamination; or petroleum vapors in sewer, basement, or utility lines.
3) Any unusual operating conditions, such as erratic behavior of the dispenser, a sudden loss of product, or an unexplained presence of water in the tank.

4) However, reporting is not required if the system equipment is found to be defective, but not leaking, and is immediately repaired or replaced.
5) Results from your release detection system indicate a suspected release. However, reporting is not required if the monitoring device is found to be defective and is immediately repaired, recalibrated, or replaced and further monitoring does not confirm the initial suspected release, or in the case of inventory control, a second month of data does not confirm the initial result.

Approved:	4/8/05	John Giacalone
Reviewed:	4/2010	John Giacalone
Reviewed:	04/24/2015	John Giacalone
Reviewed:	9/2016	Dean Bostrom

Release Response
Important Contact Information

	Contact Name	Phone #
State UST Agency:	Illinois Office of State Fire Marshal and IEPA	217-785-5878 217-782-6760
Fire Department:		911
Ambulance:		911
Police Department:		911
Repair Contractor:	DRW Services	(708) 758-3222
Other Contacts:	Mankoff Industries	(847) 918-9757
	Texor Petroleum	(708) 447-1999

☐ Release Response Checklist

- ❑ Stop the release: Take immediate action to prevent the release of more product. Turn off the power to the dispenser and "bag" the nozzle. Make sure you know where your emergency shutoff switch is located. Empty the tank, if necessary, without further contaminating the site

- ❑ Contain the spill or overfill: Contain, absorb, and clean up any surface releases. Identify any fire, explosion or vapor hazards and take action to neutralize these hazards.

- ❑ Call for help and to report suspected or confirmed releases: Contact your local fire or emergency response authority. Contact your State's underground storage tank regulatory authority within 24 hours.

Hoffman Estates Park District
Procedure for License and Certificate Requirements

6.119 License and Certificate Requirements:

A. It is a requirement of employment as a supervisor or Groundsman II in the Parks Division of the Hoffman Estates Park District to hold certain certificates or licenses depending on the department within the division.

B. It is the responsibility of each employee to be aware of the status of the employee's license or certificate, renewal or recertification date, location, cost, and date of testing. Employee must annually provide proper documentation that all licenses and certifications are active and properly renewed.

C. Turf & Horticulture Supervisors are required to be Illinois Pesticide Applicators. Groundsmen II assigned to these departments are required to have an Illinois Pesticide Operator's License.

D. Construction & Buildings Supervisor is required to be a certified Playground Safety Inspector and one Groundsman II in the department is also required to be certified.

E. Aquatics & Buildings Supervisor is required to be an Aquatic Facility Operator and all technicians in this department are also required to be an Operator.

F. Mechanic Supervisor and his full-time staff are required to be Certified Defensive Driving Instructors.

G. All full-time employees who are Supervisors and Groundsmen II are required to obtain and maintain a Commercial Drivers License (CDL). Class requirement is determined by department and position.

1.) Supervisors and Groundsmen II in the Turf & Horticulture departments must hold a CDL Class "A" license.
2.) Supervisor and Groundmen II in the Construction & Buildings department must hold a CDL Class "A" license.
3.) Mechanic Supervisor and his full-time staff must hold a CDL Class "A" license with a "P" (Passenger) endorsement.
4.) Supervisor of Aquatics & Buildings and all technicians in the department must hold a CDL Class "B" license.
5.) Groundsmen I in all departments must hold a valid Illinois Class "D" driver's license.

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Reviewed by Admin Staff and CT 9.2022

H. New hires have 90 days to satisfy the requirements of the certification and licensing within their department. All facilities in the Parks Division will be at their disposal to assist them in passing the requirements. This would include study and practice time, time off for testing, study materials, and equipment needed to pass the requirements.. Time off will be given considering the needs of the District. All fees incurred will be paid or reimbursed upon successful completion.

I. If the initial attempt at certification or licensing is unsuccessful, all further attempts will be at the employee's own cost, on their own time. No study or practice time during work is allowed, travel time will not be paid, and all costs incurred (study materials, cost of testing, rental of equipment) will be paid in full by the employee.

K. Upon failure to pass the required test or maintaining their certificate employees are required to notify their supervisor and may be subject to disciplinary action up to and including demotion or termination.

L. Three failures or 90 days (whichever occur first) without successful completion of the required certificate or license requirements could result in demotion or termination.

M. All disciplinary actions are at the discression of the Division Director.

Approved: 3/29/07 John Giacalone

Revised: ______ ______

Reviewed DRB/dh 3/2018

Hoffman Estates Park District
Procedure for On Call Requirements and Procedures

6.120 <u>On Call Requirements and procedures:</u>

A. On Call hours are considered those hours not within the normal scope of the work day, 6:30am to 5:00pm, Monday through Friday. At certain times, it will be necessary for employees listed on the On Call list to be called to handle various emergencies or urgent matters in a timely manner. Examples of these include, but are not limited to, snow events, tree damage dangerous to patrons, vandalism, athletic field irrigation breaks, or building alarm malfunctions.

B. An On Call list will be created and maintained by the park supervisory staff with each employee assigned On Call duty on a rotating basis. This list will be posted in a predominant place and will be made available in each employee's mailbox on a monthly basis. The frequency of On Call responsibilities will be directly proportionate to the number of employees eligible for On Call status. The fewer full-time employees on the payroll, the more frequent the On Call duties. On Call hours of responsibility run from 6:30am of the day assigned until 6:30am the next day.

1. Supervisors will be assigned a permanent On Call weekday and will rotate weekends with other supervisors throughout the year. A supervisor call list will be posted in a predominate place and will be made available in each employee's mailbox. Weekend On Call hours run from 6:30am Saturday until 6:30am Monday.
2. The first two employees listed on the On Call list will be the first to be called for any event occurring on the day listed. During the winter months it must be stressed that everyone is considered On Call and apt to be called in for snow events if the situation warrants more than two individuals to maintain the properties safely and effectively.
3. Night crew personnel will be listed on the On Call list on weekends during the winter.
4. All employees must supply the supervisor in charge of the On Call list with their cell phone number, direct connect number, and their home phone number. This is imperative so supervisors have these numbers to be able to contact employees when their services are needed. Cell phones should be fully charged and on when the employee is not at work in the event they are called. If in noisy situations, the vibrate function should be used. Phones should be checked for messages periodically. Employees should insure all pertinent phone numbers both work and home of director, supervisors, and co-workers are programmed into their work cell phone or available to them.

Reviewed DRB/DH: 3/2/18

5. If an employee is On Call and has other activities that might prevent him from fulfilling his obligations it the responsibility of the employee to find someone else to cover his day and inform the supervisor On Call. Supervisors **will not** perform this function.
6. If during the winter months an employee not on the On Call list is to be out of town or unavailable for duty he must notify the On Call supervisor. This will enable the supervisor to formulate a plan and cover emergencies with available personnel.

C. It is the duty of all employees to remain vigilant to weather conditions, especially during the winter months. They should prepare themselves for possible duty if the weather reports indicate the possibility of inclement weather. The first two employees on the call list will assist the supervisor in determining if extra help is needed when they arrive on-site

D. Any employee required to work at a time other than regularly scheduled work hours or regularly scheduled on-call days will be compensated time for time if the pay period allows. Hours worked over 40 for the pay week will be compensated at time and one-half pay or comp time for those hours.

E. Employees who remain to work after normal quitting time (5:00PM) at the request of a supervisor without leaving the premises may be compensated time for time if the pay period allows. Hours worked over 40 during the pay week will be compensated at time and one-half either comp time or pay. In the event an employee leaves the premises after normal quitting time (5:00PM) and is called back to work by a supervisor the employee will be compensated at time and one-half pay or comp time and receive one hour commuting time. This will be compensated at time and one-half.

F. No employee will be regularly scheduled for work on an on-call schedule for any combined period greater than six consecutive days, without at least one day unscheduled.

Approved: ______3/29/07____________ ______John Giacalone___________

Revised Date: ______________________ ___________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Boat Launch

6.121 Boat Launch

To avoid damage to the boat motor the following steps need to be followed when launching the boat.

1. Attach the motor to the boat transom (back of the boat) with the propeller shaft locked in the upright horizontal position out of the water.
2. The battery is installed at the rear of the boat and the motor leads are connected to it. Positive motor lead to positive battery terminal, negative motor lead to negative battery terminal.
3. Place the boat in the water back end first.
4. All occupants of the boat must put on a life jacket and fasten it as per the instructions on the jacket.
5. Use the oars to move the boat away from the shore to clear any shoreline obstructions that could damage the motor propeller.
6. Once clear of the shore lower the motor and proceed using the motor.
7. When returning to shore, raise the motor shaft and lock it in the upright horizontal position out of the water before reaching the shore and use the oars to bring the boat to the shore.
8. Once at the shore remove the boat from the water by pulling the boat onto shore.
9. With the boat out of the water on the shore, disconnect and remove the battery from the boat. Next detach the motor and remove it from the boat.

Approved: 3/29/07 John Giacalone

Revised Date: ______________________ ___________________________

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Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Seascape Swimming Pool Leak Monitoring

6.122 Seascape Swimming Pool Leak Monitoring

The purpose of this procedure is to identifying any breaks in the under ground piping that carries water to and from the pool during the pool season.

1. Seascape's swimming pool has a separate water meter from the rest of the Aquatic facility. This meter only monitors the water that goes into the swimming pool.
2. Daily, at closing time, the manager on duty will read the water meter that feeds the swimming pool. This meter is located in the filter room. The meter reading will be recorded on a log document stored at the meter location.
3. Daily, at 6:00 A M, the pool maintenance staff will read the meter that feeds the swimming pool. The meter is located in the filter room. The meter reading will be recorded on a log document and stored at the meter location.
4. Weekly the Supervisor of Facilities and Aquatics will review the meter reading log sheets to look for excessive over night water usage.
5. Staff will take into consideration the wind speed, outside temperature, and relative humidity, as it pertains to evaporation when assessing the over night water used at the pool.

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Revised Date: ____________ ____________

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Reviewed by Admin Staff and CT 9.2022

Procedure for Carrier Comfort View Software Operating Instructions located at Prairie Stone Sports and Wellness Center

6.123 <u>Carrier Comfort View Software Operating Instructions</u>

A. The Carrier Comfort View software controls all of the Carrier HVAC units at Prairie Stone Sports and Wellness Center. This software is installed on a computer located in the building's custodian office. The administrator of the system is the Supervisor of Facilities and Aquatics. Any staff wishing to access the system would need permission from the Director of Facilities, who would in turn will notify the Administrator to grant them access to the system. The Supervisor of Facilities and Aquatics would then set up your login, password, and train you on how to operate the system.

B. Operation of the system is as follows.

1. Left click on comfort view login at the bottom of the screen.
2. Type in login name and password.
3. Double click on the Carrier Network icon on the desk top.
4. Double click on the Hoffman Estates Park District icon that comes up, you will see HEPD Main, HEPD VVT RTU-13, HEPD VVT RTU-5. When you click one of theses it will take you to the VVT or RTU and show what area of the building it covers.
5. Double click on an area you want to check, there will be 6 choices on the menu for you to choose from. Double click the stats on the left menu you want to see for that unit.
6. When you select a choice from the menu on the left, an icon will appear on the right. Double click the icon to see desired status.
7. When you select a set point configuration, an icon will appear on the right. Double click the icon to see the set point status. To make a change to a set point, type in the temperature requested or slide the bar to raise or lower the that set point. Locate the icons at the top of the menu: download configuration, upload configuration and save configuration. Click on each icon in the above order to save the set point. If the procedure is not followed as stated, the set points will revert to there original setting.
8. To get out of the program, first click on the red x at the top right of the screen, on the next screen click the "file" icon upper left of screen, select exit from the file menu
9. Click on the comfort view log out at the bottom of the screen, click yes to finish

Approval: September 8, 2008 _______Giacalone________________

Revised: __________________ _____________________________________

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Hoffman Estates Park District
Procedure to Winterize Seascape
Bathhouse

6.126 <u>Winterizing Seascape Bathhouse</u>

1. Remove round green water valve cap to underground water valve, which is just off of the farthest east sidewalk as you get close to the 1st roll up door and bike rack. Using the large head water key, insert into valve and turn clockwise until you can't turn anymore.
2. Go into bathhouse mechanical room. Open all of the spigots 2 high and 5 low in the space between the men's and women's toilets to let them drain out. Shut off the hot water heater and open the drains for it and the storage tank next to it, also open the valves below the water temp mixers to let them drain. Flush all toilets and urinals open all sink handles including pool manager's office sink.
3. Open the bleeder valves on the RPZ to be sure there is no pressure left, then remove the water meter, set it on the floor and leave the wires attached. Attach the flange adaptor for the compressor hose where the right side of the meter was and hook up the hose. Start the compressor and set to 120 psi.
4. Slowly open the hose valve to start pressurizing the water system. Go around and flush all toilets and urinals again and open all sink handles again, repeat until no more water is left. Go outside to open the 6 spigots around the perimeter of the pool and the drinking fountain, remove the 6 outside shower valve cores, watch until there is no more water, and leave the spigots and shower valves open.
5. Slowly shut the compressor hose valve. Remove all of the shower valve cores inside the bath house then slowly open the compressor hose valve again until no water left at shower valves, leave the shower valves out. Shut down the compressor and bleed off the pressure. Return hose to compressor and remove flange adaptor.
6. Double check all the sinks, urinals and toilets for any water. Using the small pump and hose, pump out all of the urinal, sink, and toilet drains. Then add RV antifreeze until you see the antifreeze in the drains of the toilets and urinals. Add 2 cups of antifreeze to all of the sink drains, including the water fountains outside.

Approved: 11/12/08 John Giacalone

Revision Date: ______________ __________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Irrigation Blow out Procedure

Hoffman Estates Park District
Procedure for Irrigation Blow Out of Seascape Aquatic Center

6.127 Irrigation Blow Out of Seascape Aquatic Center:

- Go into the pump building, remember the alarm is in the life guard room. Just inside the overhead door is the main water pipe for the whole building. Coming off of that is a 2 inch line with an RPZ. Shut the ball valves in front and behind the RPZ.
- Go to the front double gate unlock it and walk towards the pool. Inside the landscaped circle you will see a green cover over the access point. Remove that round cover and insert a quick coupler, then bleed off the pressure by opening the quick coupler to let the water run off.
- Hook up the compressor hose to the quick connect, start the compressor, set to 90 psi. Do not open the compressor valve yet.
- Go into the pump building open the zone box on the east wall and open zone #1. Watch the water from the sprinkler heads turn to mist. Repeat this twice for all 7 of the zones to be sure all of the water is out of the system.
- Go to the drinking fountain near the tent area; push the button while the pressure is on the system to get all of the water out of the fountain.
- Shut down the compressor, close the quick connect, remove the hose and return it to the compressor. Slowly open the quick connect to release the air pressure. Put the cap and green cover back on.

Approved: 11/12/08 John Giacalone

Revision Date: ______________ ______________________________

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Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure To Blow Out the Irrigation Supply Line at
Cottonwood Park

6.128 Irrigation Blow Out of Supply Line at Cottonwood Park

- To shut off water supply, cross the bridge on the east side of the park and go to where the path meets the sidewalk. Look across the other side of the sidewalk on the left for the valve cover. Using the long small head key, turn the valve clockwise until you can't turn it anymore.
- Go back over the bridge to the stainless steel cover, near the path; remove the cover to gain access to the meter and RPZ.
- Open all the bleeder valves on the RPZ to relieve any pressure then remove the RPZ making sure it is labeled and return it to the shop when done.
- Attach the flange adaptor to the pipe leading out to the field where you took the RPZ out. Attach the compressor hose to the adapter, shut off the hose pressure valve and start the compressor and set it to 90 psi. Don't open valve yet.
- Insert a quick coupler on the other side of the soccer field, straight west of the stainless box; look for a green round cover. Open it and let any water drain off and leave it open.
- Open the valve on the compressor hose slowly. Watch the quick coupler as it blows out the water until the water is completely out and only mist comes out.
- Shut down the compressor and open the other valve on the compressor to let out any pressure in the hose. Remove the adapter and put into the bucket, put the hose back with the compressor.
- Go back to the soccer field to get the quick coupler, put it back in the bucket. Remove the water meter, make sure it is labeled and return it to the shop with the RPZ.
- Put the stainless steel cover back and secure it.

Approved: 11/12/08 John Giacalone

Revision Date: ____________ ____________________

Reviewed DRB/dh: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Irrigation Blow Out of
Vogelei Park

6.129 Irrigation Blow Out of Vogelei Park

- Go to the north end of the park, just north of the parking lot. Shut off the in ground water valve on the west end of the stainless RPZ cover, using the long key with the small head.
- Remove the stainless cover and relieve the water pressure by opening the RPZ bleeder valves. Remove the meter and install the flange and hose adapters where the meter was on the pipe going east from the RPZ. Connect hose from compressor, start compressor set to 90 psi do not open compressor valve yet.
- Go to the farthest east part of the park cross the sidewalk next to the no swimming sign and open the in ground drain valve, let the water from the irrigation system drain until it stops running into the pond then close the drain valve.
- Slowly open the compressor valve to charge the system.
- Using the large and small quick couplers, start at the highest point in the park "next to the fire hydrant between the house and barn" then work your way to the lowest access points, there will be about 15 points some use the small and some use the large quick couplers, go through them twice to be sure the water is completely out of the system.
- With pressure still on the system, hold the drinking fountain buttons down until there is no more water there. There are 2 fountains in the park.
- Reopen the irrigation system drain, on the east end of the park, to make sure there is no more water and leave the valve OPEN.
- Shut down the compressor and bleed off the pressure with the RPZ bleeder valves. Remove the compressor hose and return to the compressor. Remove the flange and hose adapters put them in their bucket.
- Remove both RPZ's at the same time by disconnecting the pipe unions and the pipe clamps, return the whole assembly and the meter to the shop and make sure they are labeled.
- Reinstall stainless cover and the in ground water valve cover, lock it up.

Approved: 11/12/08 John Giacalone

Revision Date: ____________________ ________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Irrigation Blow out Procedure of
Canterbury Field Park

6.130 <u>Irrigation Blow Out of Canterbury Field Park</u>

- Enter park from Maureen Drive.
- Immediately upon entering the park, turn right and you will see a stainless steel box that covers the meter and RPZ. Unlock the pad lock, pull out the bars and open the box.
- Shut off the water valve with the long key with the small head. The valve is marked with a white PVC pipe sticking out of the ground 4 ft from the steel cover.
- Release the pressure by opening the bleeder valves on the RPZ.
- Remove the meter, to return to the shop, and install the flange and hose adapters. Connect the compressor hose.
- Start the compressor and set to 90 psi but do not open the compressor valve yet.
- When you look to the east from the steel box you will see a row of access points. Go to the farthest east spigot point and insert the large quick coupler. Now open the compressor valve and the main valve on the pipe going east from the RPZ. Watch the water leaving the quick coupler until there is only mist. Repeat a second time to be sure there is no water left in the system.
- Release the pressure on the system by opening the RPZ bleeder valves.
- Shut down the compressor, remove the flange and hose adaptors put them back in the bucket. Put the compressor hose back with the compressor.
- Remove the RPZ to return to the shop, making sure it is labeled.
- Leave all of the valves open inside the steel box.
- Install stainless box, slide the bars in from the north side, install plate and pad lock, make sure it is locked.

Approved: ______11/12/08__________ ______John Giacalone____________

Revision Date: ___________ ________________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure to Blow Out Irrigation System at
Eisenhower Park

6.132 Irrigation Blow Out at Eisenhower Park

- Open manhole cover labeled (water) where the drive goes from the parking lot to the running track, pump down the water inside and shut off water valve. You will need a bar to open the lid and a large sump pump with 20 ft of hose.
- Remove the stainless steel cover over the back flow preventer and meter.
- Open the bleeder valves on the RPZ “backflow preventer” to release excess pressure and remove the water meter.
- Install oval flange and hose adapter, where the meter attached to the pipe going towards the running track.
- Connect the hose from the large compressor on wheels to the hose adapter, start the compressor and set pressure at 90 psi. Don’t open compressor valve yet.
- Remove cover for the zone control computer, start by opening zone 1 then open compressor valve slowly, and watch the sprinkler heads spray out water until there is only a mist coming out. Repeat this in all of the zones twice to be sure that all of the water is out of the system.
- Shut down the compressor, bleed off the pressure from the bleeder valves on the RPZ, disconnect the hose and return it to the compressor. Remove the hose and flange adaptors return them to the bucket they came in. Make sure the meter and the RPZ are labeled.
- Remove the RPZ and take them back to the shop to store over the winter making sure they are labeled.
- Remove the pump system bladder, the pressure gage and the pressure sensor. Return gage and sensor to Supervisor of Turf, return bladder to shop.
- Reinstall the stainless steel cover for the meter and RPZ and lock everything before leaving.

Approved: 12/18/08 John Giacalone

Revision Date: ______________ ____________________________

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Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for
Cannon Crossing Irrigation Start-Up

6.133 Irrigation Start Up for Cannon Crossing

1. Open access panel on west side of green valve and pump box.
2. Close the pump drain valve on the bottom of the pump.
3. Tighten all bolts on the RPZ unit located between the two steering wheel handles.
4. Close left and right valves located in front of steering wheel handles.
5. Open double door cabinet on the side of the pump box. Inside the cabinet is the breaker box for the pump and controller. Each are marked accordingly. Turn on.
6. In the manhole, close the small hose bib. Open main water valve in manhole using the T-handle wrench.
7. In valve box open the two steering wheel handles slowly, one quarter turn at a time.
8. Check for leaks in valve box.
9. Open Toro controller and test each zone, placing controller in Multi-manual setting.
10. Check for leaks in the field and place controller on Stand Alone setting for operation.
11. Close electric controller box and re-install cover on valve box.

Approved: ______12/18/08__________ ______John Giacalone___________

Revision Date: ______________ ________________________________

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Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for
Cannon Crossing Irrigation Shutdown and Winterization

6.134 Cannon Crossing Irrigation Shutdown and Winterization

1. Shut off main water valve in manhole (east of irrigation control box) using the T-handle water wrench.
2. Remove access panel from the side of the green metal pump and valve box.
3. Inside pump box behind the pipes are two 8" diameter steering wheel handles. Turn these off.
4. Immediately inside the box in front are two smaller hose bib type handles. Open the one to the left to drain off water. BE CAREFUL NOT TO STAND IN FRONT OF THESE WHEN OPENING. TREMENDOUS WATER PRESSURE MAY CAUSE INJURY. Leave the handle open until water stops draining. Open the handle on the right and leave open until water stops draining.
5. Close the valve on the left. The one on the right is for the compressor line. Connect a compressor fitting to this bib on the right.
6. Open double door cabinet on the side of the pump box. Inside cabinet is the breaker box for the pump. Turn off switch for the pump. Lock the doors.
7. Re-open 8" steering wheel handles inside box.
8. Hook up air compressor hose to the air compressor and the connection at the front of the pump box on the right. Start compressor.
9. Go to controller boxes. On the left one (soccer fields), place in Stand Alone Mode. Then place in Multi-Manual setting. Number on the left is zone, on the right is time. Using the arrow buttons, set the zone to 1, the time to 3 minutes, and hit enter.
10. Repeat this procedure on the right controller (baseball fields) changing the zone after each three minute interval on both controllers. Soccer controller zones 14-15-16 and 32 are not used. Baseball zones 16 and 32 are not used. Repeat entire procedure three times for both controllers.
11. When only a fine mist shows, blowout is complete.
12. Place the controllers in the off position and lock boxes.
13. Shut down air compressor and disconnect. Leave valve open.
14. Open left valve to allow air to escape.
15. In the manhole, open the small hose type bib. Close manhole.
16. Between the two steering wheel handles in the box is where the RPZ is located. Loosen the bolts on this unit.
17. Open the pump drain valve on the bottom of the pump. Re-install valve box cover.

Approved: 12/18/08 John Giacalone

Revision Date: ____________ ________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Weekly Vehicle/Equipment Maintenance and Inspection Procedure

6.135 Weekly Vehicle/Equipment Maintenance and Inspection

A. Vehicle Maintenance

A sound Vehicle Maintenance/Inspection program helps to reduce vehicle equipment failures that can cause accidents. A preventive maintenance/inspection program also ensures that vehicles and other related equipment receive service on a routine or scheduled basis, usually by mileage or hours.

B. Vehicle Inspection

Vehicle inspections reports are a good way for mechanics to identify vehicle problems that need repair. Each should be inspected on a weekly basis.

The Inspector of any vehicle will conduct a walk-around inspection looking for damage of any kind, loose hardware, tire condition, dripping fluid, cleanliness etc.

The Inspector will then physically check the following items and correct any and all deficiencies

- Tire pressure in all four tires and the spare tire
- Engine oil level
- Transmission fluid level
- Brake fluid level
- Window washing fluid level
- First aid kit
- Vehicle insurance and accident reporting packet
- Vehicle road side reflector kit
- Fire extinguisher
- Communication equipment
- Safety sticker date
- Snow plows when attached, using the snow plow inspection form
- Vehicle lighting and signals
- All items included on the vehicle inspection form

Inspection reports will be given to the mechanic supervisor for review. A vehicle identified as unsafe should not be driven until it is re-inspected, repaired or deemed safe by a mechanic.

C. Trailer inspection

Trailer inspections reports are also a good way for mechanics to identify trailer problems that need repair. Each should be inspected on a weekly basis.

The Inspector of any trailer will conduct a walk-around inspection looking for damage of any kind, loose hardware, tire condition, cleanliness etc.

The Inspector will then physically check the following items and correct any and all deficiencies;

- Trailer hitch
- Light connection and lights
- Safety chains
- Trailer ramp
- Tires
- All items included on the trailer inspection form

Trailer Inspection reports will be given to the mechanic supervisor for review. A trailer identified as unsafe should not be used until it is re-inspected, repaired or deemed safe by a mechanic.

Approved: 12/18/08 John Giacalone

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

FLEET VEHICLE SAFETY INSPECTION

Inspector: ____ **Vehicle Mileage:** ___________

Vehicle number: ________________

Vehicle Make & Year: ___________________________________ **Date:** ____________________

	Okay	Needs Work
Exterior Inspection:		
Body: Check for dents, scratches, rust & cleanliness	____	____
Headlights: Check for broken or burned out bulbs & cleanliness	____	____
Mirrors: Check for broken or cracked glass & cleanliness	____	____
Tail, Brake & Turn Signals: Check for broken lens, burned out bulbs and proper operation	____	____
Tires & Spare Tire: Check pressure and defects, plus tire iron	____	____
Windshield & Wipers: Check for wear & cleanliness	____	____
Interior Inspection:		
Heater, Air Conditioner & Defroster: Check operation	____	____
Horn: Check operation, sound	____	____
Instrument Gages: Check operation & lights	____	____
Interior: Check condition & cleanliness	____	____
Windshield & Windows: Check for cracks & cleanliness	____	____
Communication Equipment: Check operation & condition	____	____
Safety Belts: Check operation & condition	____	____
Mechanical Inspection:		
Brakes: Check adjustment, wear & operation	____	____
Engine Compartment: Check all fluids & top off	____	____
Miscellaneous Inspections:		
Accident Reporting Kit	____	____
Emergency Road Kit	____	____
First Aid Kit	____	____
Fire Extinguisher	____	____

Comments (use back of form if additional space is needed)

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

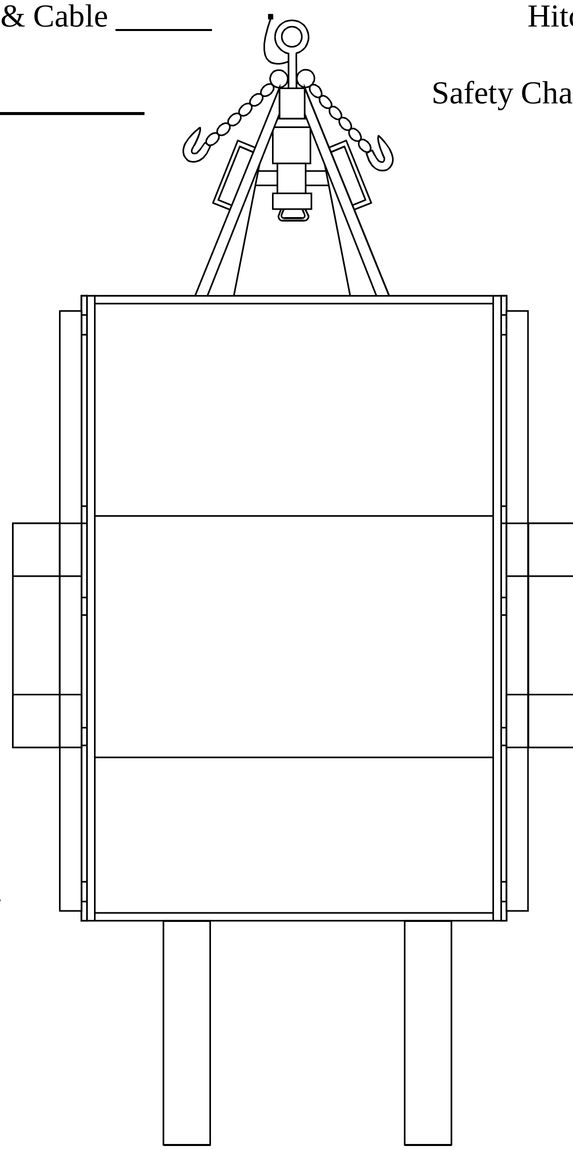
TRAILER INSPECTION FORM

Mechanic/Inspector:___________________________Date:______________ Trailer No.: _________

☐ = Okay	**O** = Needs Repair	**N/A** = Does Not Apply

Light Connection & Cable ______ Hitch _______

Safety Chain ____________ Safety Chain __________



Tire _______ Tire _______

Tail Light ______ Tail Light _______

Ramp _________ Ramp ________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Snowplow Inspection Checklist

Vehicle #__________ Date/Time _______/_______ Signed __________________

Note:

If you have not received in service training on this vehicle with plow and/or spreader in place, check with your supervisor before operating this vehicle.

Check if OK Yes/No

Pre-Trip / Post-Trip

	Yes	No	Yes	N
Check tire pressure				
Check vehicle ballast: *Good weight distribution for traction.*				
Check engine belts for cracks and tightness				
Check for leaks:				
Hoses				
Under vehicle				
Fuel tank				
Check fluid levels: *Are they clean and at recommended levels?*				
Engine oil				
Brake fluid				
Transmission fluid – *suggest changing before/during/and at end of season.*				
Radiator coolant				
Windshield washer fluid				
Full fuel tank				
Check windshield for any cracks				
Check windshield wipers				
Check window defroster				
Check mirrors – *are they adjusted and clean of ice and snow?*				
Check horn/back up alarm				
Check lights: *are they aligned, working, and free of ice and snow?*				
Headlights				
Brake lights				
Hazard lights				
Turn signals				
Strobe light				
Plow lights				
Check blade assembly:				
Snowplow cutting edge				
Bolts tight				
Cracked welds				
Mounting brackets secure				
Blade markers				
Hydraulics and controls – *any leaks and proper operation?*				
Check salt/sand spreaders:				
Any loose parts?				
Secured- *anchored, tie downs?*				
Throttle controls- *proper operation?*				
Check emergency equipment:				
Two way radio or phone				
Fire extinguisher				
Reflectors/flares/flashlight				
First aid kit				
Extra winter wear – *as needed*				

Enter on back of form how deficiencies identified will be corrected.

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Chainsaw Maintenance
Making New Chains

6.139 Chainsaw Maintenance/Making New Chains

1. Remove old chain from saw.
2. With a permanent marker (preferably red, easier to see), mark one tooth as a place marker.
3. Count all the links; (currently the chainsaws that we have use an 18” bar – 72 chain links and a 25” bar – 84 chain links).
4. When counting the links on new chain from the new chain spool count one less than the chain you are replacing because you will add one link to connect the chain ends.
5. Using the breaker tool and breaker block, break the chain length from the chain spool. On the breaker block make sure that the proper size slot is used to help prevent bending the chain. The chain should sit flush in the slot with no room for side to side movement.
6. Take a connector link; 2 pieces, one with studs and one with holes; connect the chain ends.
7. Place on the spinning tool to flatten the rivet ends and lock the connector link in place. Be sure the connector link is tight with no gaps but not so tight that the chain doesn’t flex.

Approval Date:	5/7/11	John Giacalone
Revision Date:		
Revision Date:		

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for
In-House Controlled Burn Application and Preparation Procedure

6.140 In-House Controlled Burn Application and Preparation:

The following are the steps and requirements to be completed prior to controlled burns. Permits required, permit application information / contacts, public notice signs, and notification letters.

Permits needed:

- State of Illinois EPA
- Cook County
- Village of Hoffman Estates.

Application to the State of Illinois is made to:

State of Illinois Environmental Protection Agency
Division of Air Pollution Control
P.O. Box 19508
Springfield, IL 62794-9506
217-782-2113

The link below takes you to the permit application page
http://www.epa.state.il.us/air/permits/openburn/#forms

Once submitted this application ***takes up to 90 days to process and receive permits***, so it needs to be done first. ***It is necessary to have these permits before applying for the Village and Cook County permits as they both require copies of the State permits before they will process their applications.*** There is no fee for these permits.

Application to Cook County is made to:

Cook County Dept. of Environmental Control
69 W. Washington Suite 1900
Chicago, IL 60602
Geanine Leutwiler or Laneesha Barker
312-603-8200

The link below takes you to the permit application page
http://www.co.cook.il.us/portal/server.pt/community/environmental_control/291/permits

Once submitted this application takes approximately 2 weeks to process and receive permits. The fee is waived as the Park District is non-profit.

Application to Village of Hoffman Estates is made to:

Village of Hoffman Estates
Fire Prevention Bureau
1900 Hassell Road
Hoffman Estates, IL 60169
847-843-4825 Scott Neil

Reviewed DRB/DH: 3/2/18

The application for this permit needs to be picked up at the Village Hall 2nd floor; filled out and returned to the Village Hall for processing and takes about 2 to 4 weeks for processing (request that fees be waived).

Public notification signs need to be posted at each site to be burned 2 to 4 weeks prior to burn season (October thru May). The Park District has these signs which are generic in wording and will work at any site to be burned. These signs should be posted at main park entrances or in highly visible locations for parks or sites with no specific entry.

Notification letters for direct mailings are mailed to all residents and businesses directly adjacent to the park or site to be burned approximately 2 weeks prior to burn.

Approval Date: ______October 18, 2011___ ______John Giacalone_________

Revision Date: ___________________________ _______________________________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

“NEIGHBOR NOTIFICATION”

NOTICE OF INTENT TO BURN

Please be aware that the Hoffman Estates Park District intends to conduct a prescribed burn as part of restoration, reclamation or enhancement activities.

Who: Hoffman Estates Park District
2352 Hassell Road
Hoffman Estates, IL 60169
Contact Person: John Giacalone
Phone: 847 285-5465

What: Prescribed burn of naturalized areas

When: Fall 2011 – Spring 2012 **(will provide more specific dates when letters go out)**
(*Please note that this may change due to weather conditions*)

Where: **(Insert Park name)**

Why?

The Hoffman Estates Park District is restoring this site with plant communities indigenous to the region. Prescribed fire is an important restoration, reclamation and enhancement tool for improving ecological conditions of important plant communities in the Midwest. Ecologically, fire can inhibit the growth of low quality invasive weeds while it stimulates the growth and production of high quality native plants. The site will green up quickly in the spring.

If you have any health problems that may be exacerbated by smoke generated during a prescribed burn, and would like us to notify you the day of the burn, please contact us with the information below, either by e-mail, fax, direct phone, or filling out the information below and mailing to 2352 Hassell Rd. Hoffman Estates IL. 60169

Neighbor of: **(*Park Name*)** ____

Name: ____

Address: ____

Phone: ____

_____ **Please notify me the day of the burn**.

Contact person; John Giacalone
E-mail contact: jgiacalone@heparks.org

Fax: **(847) 885-8684** Phone: **(847) 285-5465**

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure on Parks Division Staff Uniform Allowance

6.141 Parks Division Staff Uniform Allowance:

The Parks Services Division has a dress code to keep a uniform and professional appearance of our staff working in the parks and facilities. To maintain this dress code, we provide our Full and Permanent Part Time staff with a uniform allowance for the approved required work wear and supply seasonal staff with T-shirts. This helps park patrons to identify our staff in the event assistance or information is needed.

SUPERVISORS & FULL TIME STAFF:

A. The allowance for Supervisors and Full Time staff is $400.00 per year.
B. Items included in this allowance are uniform shirts, pants, jackets, sweatshirts, coveralls and miscellaneous work wear items (a comprehensive list is attached).
C. Safety Shoe allowance is part of the $400.00 allowance per year. The employee purchases steel-toed safety shoes and submits the receipt for reimbursement from their allowance provided they have enough remaining.

PERMENANT PART TIME STAFF:

A. The allowance for Permanent Part Time staff is $200.00 per year. Items included in this allowance are uniform shirts, pants, jackets, sweatshirts, coveralls and miscellaneous work wear items.

PART TIME SEASONAL STAFF:

A. Each year the Park District supplies the seasonal staff with T-Shirts with the HEPD logo and their name on them. Each staff receives four T-shirts, Seascape staff and the parks custodians receive five T-shirts as they work a five day week.

The Parks Division supplies at no cost to the all employees:

Safety glasses, hearing protection, dust masks, hard hats, chain saw safety chaps, and controlled burn safety wear

Approval Date: 5/11/12 John Giacalone

Revision Date: 10/28/2021 Dustin Hugen

Reviewed DRB/DH 10/28/2021

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Work Place Stretching Program Procedure

6.142 Work Place Stretching Program:

Studies undertaken by PDRMA, OSHA, and several other injury prevention agencies have determined that pre-work stretching may reduce the chance of twisting, lifting, or bending injuries and in the least can minimize the effects of any injury that may occur in manual labor employees. Studies also show that these stretches done by those that primarily work at a desk can minimize the incidents of neck, shoulder, and back strain, and ward off the effect of carpal tunnel syndrome in many people. Effort should be made to constantly monitor ways of reducing ergonomic risk factors.

What Reduces Ergonomic Risk Factors?

Stretching is one way of reducing ergonomic risk factors. Just as athletes warm up and stretch before beginning activities and cool down afterwards, employees should incorporate these same principles into their workday to increase flexibility and joint range of motion, and decrease the risk of injury and muscle soreness.

Reversal-of-posture exercises offer micro-breaks throughout the workday for muscles to recover. These brief sessions of simple exercises offset microscopic wear and tear (micro trauma) that can result in injury.

Benefits of Stretching

• Increased Flexibility and Joint Range of Motion.

Flexible muscles make it easier to do daily tasks, both on and off the job. Lifting heavy or awkward objects or patrons, or bending to tie your shoes becomes easier and less tiring.

Flexibility tends to diminish with age, but you can improve and maintain it at any age.

• Improved Circulation.

Stretching increases blood flow, provides nourishment, and removes waste byproducts from working muscles. Improving circulation helps decrease muscle fatigue and enhances endurance.

• Better Posture.

Frequent stretching helps muscles stay loose, encouraging good posture. In turn, good posture minimizes discomfort and keeps aches and pains at a minimum.

• Stress Relief.

Mental stress often leads to physical tension in muscles. Stretching can relax tight, tense muscles that often accompany mental stress.

• Enhanced Coordination.

Maintaining full range of motion in joints helps improve balance. Coordination and balance keeps the body mobile and less prone to injury from falls, especially as people age.

Goals of a Stretching Program

• Promote Healthy Habits.

Engage management support for health habits and encourage your employees to stretch before beginning tasks at work and at home. Making it a habit at work helps create the habit at home.

• Provide Education.

Teaching your employees the right way to stretch and how often to do it ensures they can effectively reduce their ergonomic risk factors.

• Provide Implementation Guidelines.

Saying it and doing it are two different things. A stretching policy includes implementation guidelines so you can incorporate it into your agency's work-day life.

• Increase Employee Productivity.

Limber muscles and increased flexibility means tasks are easier to do and take less time – more than making up for the 10 minutes your employees spend each day stretching those muscles. Fewer injuries from implementing a stretching policy also mean increased productivity.

• Decrease Employee Fatigue.

Relaxing tense muscles and giving them short breaks keeps employees alert and ready to move.

• Improve Employee Morale.

Fewer aches and pains, along with fewer injuries, make employees feel good about their work, their accomplishments, and the agency.

• Lower Workers' Comp Costs.

Reducing injuries and workers' comp claims means lower workers' comp costs for all PDRMA members.

•Promote Employee Retention.

When employees feel good about themselves and their accomplishments on the job, morale improves and so does employee retention.

Recommended Stretching Guidelines

• Medical Clearance.

Be sure to obtain medical clearance if you are unsure whether or not to engage in stretching activities based on a pre-existing health condition.

Reviewed DRB/DH: 3/2/18

• **Warm up First.**

If you are stretching on the job during a lunch hour or a scheduled break – or at home – remember to warm up if you were not previously active. Walk while gently pumping your arms or do a favorite exercise at low intensity for two-to-five minutes. Stretching is more effective when you warm up your muscles first.

• **Hold Each Stretch for at Least 30 Seconds.**

It takes time to lengthen muscle tissue safely. Hold your stretches for at least 30 seconds — and up to 60 seconds for a really tight muscle or problem area. This may seem like a long time, so keep an eye on the clock to make sure you hold your stretches long enough. For most of your muscle groups, doing three repetitions of a 30-second stretch is enough. Due to the longer hold times, you usually perform these stretches before a strenuous work task or activities at home.

• **Focus on a Pain-Free Stretch.**

A gentle pull on the muscle is good. If you feel pain as you stretch, you've gone too far. Back off to the point where you don't feel any pain, then hold the stretch.

• **Stretch Both Sides.**

Make sure your joints on both sides of your body share an equal range of motion.

• **Do Not Bounce.**

Bouncing as you stretch can damage muscles and tendons, leaving scar tissue as the muscle heals. Scar tissue tightens a muscle even further, making you even less flexible — and more prone to pain.

• **Relax and Breathe Freely.**

Avoid holding your breath while stretching. Count out loud, even if quietly, to assure you breathe while stretching.

• **Reversal-of-Posture Exercises.**

Do reversal-of-posture exercises only for 5-10 seconds at a time to restore circulation and reverse possible micro trauma resulting from static postures. You can do reversal-of-posture exercises before, during, or after an activity or job task. (Please See Appendix A.) Reversal-of-posture exercises differ from traditional stretching exercises in the relatively short hold-times. For that reason, they are more practical to do during the work day.

Guidelines for a Workplace Stretching Program

1. Determine the Need for a Stretching/Reversal-of-Posture Exercise Program.

a. Identify the ergonomic risk factors – repetition, awkward postures, heavy lifting – and whether there is a combination of risk factors that increases risk of injury. Examples could include: lifting bags, climbing on/off equipment, loading/unloading material or shoveling.

b. Assess and reduce ergonomic risks using PDRMA's ergonomic policy and procedure.

c. While you can reduce most on-the-job ergonomic risks, you cannot eliminate them completely.

d. Implement a workplace stretching program and/or reversal-of-posture exercises to help reduce the risks you cannot eliminate.

2. Determine Program Design.

a. With the variety of agencies and work environments, a one-size-fits-all approach will not work. Determine the most effective program for your organizational structure, type of work, and work environment. Make sure to consult with both supervisors and staff to discuss program design and implementation options. Supervisory and employee input will assist in gaining buy-in to the program.

I. Voluntary – this type of program relies on employees to voluntarily do stretching and/or reversal-of-posture exercises. This may be necessary when employees work outdoors, in the field, or away from the main shop or facility with little or no direct supervision. Consideration should be given to possible incentives for staff who take part in a voluntary program.

II. Mandatory- a mandatory program requires that all employees who fall under the policy conduct stretching and/or reversal of posture exercises. Employees who work in the same building, job-site or area stop work at a prescribed time and are led in small groups by a supervisor or team leader through a short series of reversal-of-posture exercises.

Exceptions to the policy would include situations where the policy conflicts with a collective bargaining agreement or where the stretches are not advised per the recommendation of a physician.

The Parks Division will implement # III the Hybrid

III. Hybrid – a combination of the above two programs, this allows employees to go through the mandatory exercises in a group first thing in the morning and then they are responsible for exercising on their own during the day.

3. Monitor for Effectiveness.

a. You can measure the policy's effectiveness through decreased injuries and turnover, improved morale, and/or improved productivity. In addition, managers and supervisors should monitor the effectiveness of the program as they interact with staff. While frontline staff generally sees these programs as beneficial, be sure to speak with managers, supervisors, and staff for feedback on the program.

4. Periodically Perform Refresher Training

a. PDRMA recommends a yearly refresher, though you may find staff needs it more or less frequently. Periodic refreshers keep the program top of mind so it becomes part of the safety culture within the organization.

General Warm Up Routine

Dynamic Warm Up: Squat

* Feet shoulder width apart
* Reach forward for balance
* Squat while maintaining curve in lower back
* Do not allow knees to extend past the toes

Repeat 5-10 times.

Neck: 4 direction stretch

* Tilt head forward / chin to chest.
* Tilt head back / elongate back of neck.
* Tilt head towards one shoulder
* Repeat towards the opposite shoulder.

Hold each direction 5-10 seconds.

Shoulders: Shoulder Circles / Bicep Stretch / Shoulder Stretch

*Stand tall, feet shoulder width apart, keeping the back straight.
* Circle both arms continuously in one direction, starting with small circles and gradually making them bigger.
* Reverse direction and repeat
10 times each direction

*Extend arms behind the back and interlace the fingers.

* Keep a slight bend in the elbows.

* Raise the arms until a stretch is felt

Hold 15-30 seconds.

* Raise one arm and place hand behind back on spine.

* Hold elbow with opposite hand.

* Gently pull on elbow until stretch is felt.

Hold 15-30 seconds.

Forearms & Wrists: Open & Close Fist / Wrist Flexor / Wrist Extensor

* Extend arms straight in front of body at shoulder height.

* Open and pull back the palms, as if pressing against a wall.

* Squeeze the palm into a tight fist.

Repeat 10 times

* Extend one arm in front of the body, keeping elbow straight.
* Grasp the hand with the opposite hand & slowly bend the wrist back until stretch is felt.

Hold 15-30 seconds

* Extend one arm in front of the body, keeping elbow straight.
* Grasp the hand with the opposite hand & slowly bend the wrist forward until stretch is felt.

Hold 15-30 seconds

Abdominals / Core: Side Bends

* Stand tall with back straight.

* Extend arms straight overhead. (hands can be clasped if comfortable for the shoulders)

* Bend the body to the side until stretch is felt.

* Contract core to return to starting position.

* Repeat to the other side.

3 times per side

Legs: Forward Lunge Stretch

* Stand with feet shoulder width apart.
* Step forward with one leg.
* Place hands on front thigh for support.
* Push the back leg straight, with the heel firmly on the ground.
* Do not allow the front knee to extend past the toes.
* Repeat with opposite leg.

Hold for 15-30 seconds

Hamstrings & Lower Back: Forward Bend

* Stand with feet shoulder width apart.
* Bend knees deeply and support weight with hands on thighs.
* Lower head toward the ground, relax the neck, & slowly straighten the legs until a stretch is felt. Hold for 15-30 seconds.
* To return to starting position, bend knees deeply, place hands on thighs and push back to starting position with the arms, minimizing strain on the lower back.

Lower Back: Standing Back Bend

* Stand with feet shoulder width apart.

* Arch backward to hollow the lower back and accentuate the lumbar curve.

Hold for 15-30 seconds.

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Approval Date:	12/18/12	John Giacalone/Dean Bostrom
Revision Date:		

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
3 Points of Contact Procedure

6.143 3 Point of Contact:

Each year Hoffman Estates Park District maintenance employees are injured while entering and exiting vehicles and construction equipment. This procedure and training guide will illustrate how this seemingly simple task is one that actually causes many injuries to our employees. The 3 Points of Contact method introduced here will help District employees reduce or eliminate many of the injuries associated with entering or exiting vehicles and equipment.

Issue:
Injuries incurred while improperly exiting and entering vehicles or mounting and dismounting equipment

Solution:
Implement a 3 Points of Contact Procedure.

Injuries occur because mounting and dismounting vehicles and equipment include the following potentially hazardous activities:
- Reaching
- Twisting
- Stepping
- Climbing
- Bending

Accidents common to mounting and dismounting vehicles and equipment include:
- The employee slips or trips while entering or exiting the vehicle/equipment and falls, striking the vehicle or ground.
- While exiting the vehicle/equipment, the employee jumps from the vehicle to the ground, often injuring an ankle, knee or back.

Factors that often contribute to the incident include:
- Being in a hurry
- Talking with co-workers or patrons
- Wet or slippery equipment
- Being distracted by talking on a cell phone
- Carrying equipment or another object
- Jumping
- Failing to maintain a “3 Points of Contact” with the vehicle

Procedure and Training:

- The 3 Points of Contact method provides maximum stability and support, thereby reducing the likelihood of slipping and falling.

An organization can reduce the risk of vehicle/equipment mounting and dismounting injuries by:
Implementing a 3 Points of Contact Procedure
Conducting employee training on the 3 Points of Contact Procedure
Having supervisory staff diligently enforce the 3 Points of Contact procedures
Providing coaching and positive feedback to support applicable procedures

<u>Procedure</u>
Improperly entering and exiting (or mounting and dismounting) vehicles, trucks, tractors, buses, vans, trailers, ladders, stairs or other pieces of construction equipment can increase the risk of injury. To reduce or eliminate the risk of injury, organizations should implement a procedure so that drivers and staff exercise the 3 Points of Contact method when entering or exiting vehicles.

The purpose of this procedure is to identify job tasks that require the use of a 3 Point of Contact Procedure and to establish protocols for carrying out a safe 3 Point of Contact.

This procedure will:

- Identify job tasks that require the use of a 3 Point of Contact Procedure.
- Establish protocols for implementing a safe 3 Point of Contact method.
- Specify every employee who will be subject to the policy.
- Specify who will be responsible for implementing and communicating the policy to employees.
- Identify specific vehicles or equipment (i.e., tractors, trucks, ladders) which require a 3 Points of Contact.

Job Tasks Required to Use 3 Points of Contact

- Areas where 3 Points of Contact should be required include, but are not limited to, the following job classifications and work areas:

Entering/Exiting and Mounting/Dismounting any equipment, including the following:

- Tractors
- Skid Steers
- Trailers
- Pickup and Dump Trucks
- Mowers
- Buses/vans
- Climbing ladders and scaffolding
- Climbing stairs
- Climbing playground equipment

District Responsibilities

- Evaluate every vehicle, truck and piece of equipment.
- Provide additional steps, non-slip surfaces and handholds where necessary.
- Maintain steps, contact surfaces and handholds in working condition.
- Inspect vehicles and equipment frequently.
- Instruct all workers in safely mounting and dismounting equipment, including the 3-point contact method.
- Install warning decals or signs in the cab of vans or buses reminding workers to use 3-point contact.

Training

- Wear appropriate shoes for the job.
- Slow down during bad weather.
- Look on the ground for debris or hazards before entering/exiting the vehicle.
- Always get a firm grip and maintain 3 points of contact. This means two hands and one foot or two feet and one hand on the equipment at all times.
- Break 3 points of contact only when you reach the ground, the cab, or a stable platform. Do not let go with your hand(s) until your foot is firmly on the ground.
- Mount and dismount facing the vehicle.
- Climb on and off only when the vehicle is stationary.
- Use parts designed by the manufacturer for mounting and dismounting steps, running boards, traction strips, footholds, handgrips, etc. Report damage immediately.
- Keep parts clear of mud, snow, grease and other hazards that can cause slips, trips,
  or falls.
- Don’t climb with something in your free hand. Set it down and get it after entering, or have someone hand it to you.
- Never jump from the vehicle or equipment.
- Do not rush out of the vehicle or equipment after a prolonged period of sitting.

How to Use a 3 Points of Contact:

The 3 Points of Contact method is maintaining contact with **one hand and two feet** *or* **two hands and one foot** *at all times* when mounting or dismounting a vehicle or equipment. The 3 Points of Contact method forms a stabilizing triangle of contact.

Examples of 3 Point of Contact

Note by the red arrows how the employee maintains contact with a minimum of **one hand and two feet** OR **two hands and one foot** at all times.

Considerations to Improve 3 Point of Contact

Avoid talking on the cell phone or carrying anything when exiting equipment

Avoid dismounting while facing forward. Do not jump from vehicle.

Considerations to Improve 3 Point of Contact

Do not use wheel hubs to mount/dismount. Keep hands free to use 3 Point Contact.

Resources:PDRMA 3 points of Contact Policy

Approved: 3/12/13 J.Giacalone

HOFFMAN ESTATES PARK DISTRICT
Overhead Garage Door Inspection Procedure

6.144 <u>Overhead Garage Door Inspection:</u>

1. Safety is always the first priority. On a powered door make sure power is off to the door being inspected. The switch is next to the door motor unit. Use an extension ladder or the articulating lift to inspect the door. DO NOT TOUCH THE SPRINGS!!!

2. With the extension ladder or lift set up just inside the right track so that you have a clear view of the cables, pulleys, spring shaft, shaft bearings, springs, and the wheel track on the right side. Grab the shaft and the bearing bracket with a channel lock plier to check for looseness or cracking. Make sure the bolts are tight on all the brackets and the pulley set screws. Make sure cables are not frayed or loose and have tension on them. On the way down the ladder or the lift check the wheel bracket bolts to the door for tightness. Check the track to wall bolts for tightness and oil the wheels.

3. Move the ladder or lift to the center of the door between the tracks. Look closely at the springs, spring shaft, and bearings in the center. Grab the shaft and the bearing brackets with a channel lock plier to check for looseness or cracking. Make sure the bolts are tight on the brackets and the shaft coupler set screws. On the way down the ladder or lift check the door hinge bolts for tightness.

4. With the extension ladder or lift set up just inside the left track so that you have a clear view of the cables, pulleys, spring shaft, shaft bearings, springs, and the wheel track on the left side. Grab the shaft and the bearing bracket with a channel lock plier to check for looseness or cracking. Make sure the bolts are tight on all the brackets and the pulley set screws. Make sure cables are not frayed or loose and have tension on them. On the way down the ladder or the lift check the wheel bracket bolts to the door for tightness. Check the track to wall bolts for tightness and oil the wheels.

5. When you get down, run the door up and down twice. Look for rough operation and listen for any unusual noises made by the door movement. The door should be level. Also check the bottom weather strip for damage and where the cable attaches at the bottom of the door.

6. The above inspection procedure will be performed and documented on a monthly basis 0n all district overhead doors.

Approval Date: <u>3/12/13</u> <u>John Giacalone/Director of Parks</u>

Revised Date: __________ __________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District

6.146 **<u>Parks Hand Tool and Small Equipment Check-in and Check-out</u>**

A. Sections within the Park's Division have been assigned tool lock-up areas in four designated locations:

1. The Horticulture and Turf sections have a lock-up in the northeast corner of the vehicle parking area.
2. The Construction section has a lock-up on the north wall of the construction work area.
3. The Mechanic's section has a tie down, binder and chain lock-up cabinet in the northwest corner of the vehicle maintenance area.
4. The Building and Aquatics section has a lock up on the south wall of the general work area.

All hand tools, small power tools, straps, binders and chains are to be stored overnight in these designated areas. Horticulture and Turf section tools have been painted orange and Construction section tools painted blue for easy identification. No tools are to be left in vehicles overnight with the exception of the Buildings and Aquatics section who have the option of locking tools away in their personal vans overnight. Employees in the Buildings and Aquatics section can, with the corresponding supervisor's permission, borrow hand tools for the day but must sign them out and return them to the lock-up at day's end per procedures outlined in the next section.

Weekend crews have their own lock-up in a small locker on the south wall of the tire room for chains, binders, and tie downs. They are held responsible for the contents of this locker. The full-time employee on the weekend shift shall be in charge of signing in and out tools for the daily jobs on his designated day.

B. Upon arrival in the morning each supervisor or his designated full-time employee representative shall monitor the selection of hand tools from their lock-ups and have each employee initial a sign-out sheet holding them responsible for that tool during the working day, or duration of the daily job. Employees must return all tools at day's end or job's end and have a supervisor or his representative witness the tool replacement and sign-in.

If an employee needs additional tools during the day he must locate a supervisor or his designate to sign the tool out and then sign the tool back in at day's or job's end.

It is the responsibility of the employee to inspect each tool signed out and note any problems associated with that tool and report this to a supervisor.

Supervisors are responsible for inspecting tools signed in, pointing out problems and determining the cause of the problem at that point.

The above sign-in and sign-out procedure shall also apply to the Mechanic's lock-up for binders, chains and tie-down straps.

C. During the winter snow removal season this sign-in and sign-out procedure shall apply to snow shovels, salt spreaders and snow blowers. The wear and tear of each piece of equipment shall be monitored daily and each employee who signs out a piece of equipment shall be held responsible for the condition of that piece.

D. This procedure shall apply to any and all employees of the Parks Division

Approved:	4/4/13	John Giacalone/DRB
Reviewed:	9/2016	Dean Bostrom

HOFFMAN ESTATES PARK DISTRICT

Park Services Cash Flow Control Procedure for Recycling Used Motor Oil

6.147 **Park Services Cash Flow Control Procedure for Recycling Used Motor Oil**

1. The Parks Services Department produces over five hundred gallons of used motor oil per year and recycles the used oil as directed by the Park District's recycling policy and in accordance with the EPA, IEPA and OSHA.

2. When the three hundred gallon used oil tank is nearly full, the mechanics division calls several recycling organizations in the area to determine who is paying the top dollar for used fuel at that time.

3. Once it is determined who will receive the used oil, a pick-up time is arranged for the licensed hauler to pick up the barrel at the maintenance shop and haul the oil off-site.

4. A check is cut to the Park District and the mechanic supervisor delivers the check to the Park Services Division Director.

5. The Park Services Division Director then delivers the check to the Accounts Receivable clerk who places the funds into the correct GL# code in the budget.

Approval Date: 4/30/13 JGiacalone, Director of Parks/Risk Management

Revision Date: ______________ ____

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT

Park Services Cash Flow Control Procedure for Recycled Metal

6.148 Park Services Cash Flow Control Procedure for Recycled Metal

1. The Parks Services Department produces or collects over six thousand pounds of scrap metal per season. Scrap metal is produced by trash pick-up in the parks and by the mechanics repairing vehicles and equipment. Occasionally construction projects will produce a quantity of scrap metal to be recycled.

2. Two to three times a year the mechanics division accumulates enough metal to call several organizations that receive and pay for scrap metal. Upon determining what company is paying the most for the metal at that time a pick-up time is arranged for a licensed hauler to haul the metal off-site.

3. A check is cut to the Park District and the mechanics supervisor delivers the check to the Park Services Division Director.

4. The Park Services Division Director then delivers the check to the Accounts Receivable clerk who places the funds in the correct GL# code in the budget.

Approval Date: 4/30/13 JGiacalone, Director Parks/Risk Management

Revised Date: ____________ ____________

Reviewed DRB/DH: 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Hand Protection Procedure

6.149 Hand Protection:

Hoffman Estates Park District Park Services Division employees are required to wear hand protection when employee's hands are exposed to potential hazards.

The Hoffman Estates Park District will provide employees personal protective equipment for hand protection at no cost to the employee. The District will also pay for replacement hand protection, except when the employee has lost or intentionally damaged the equipment. Replacement is then the requirement of the employee, at market cost.

Hand Hazards and Recommended Protection

Park Services has identified hazards that require the use of hand protection and offer recommendations for protection. These hazards and recommendations include, but are not limited to:

1. **Contact with or absorption of chemicals or blood.**
   - **a.** Mixing or preparing equipment for pesticide applications.
   - b. Removing trash bags from receptacles (bloodbourne pathogens).
   - c. Mixing or using chemicals identified as caustic by the labeling.

Recommended protection: Rubber over the forearm mixing gloves.

2. **Contact with sharp objects or surfaces that could result in severe cuts or lacerations.**
   - a. Transporting large panes of glass by hand.
   - b. Transporting or loading aluminum siding or metal roofing by hand.

Recommended protection: Leather palm work gloves.

3. **Contact with rough surfaces or materials that can cause severe abrasions.**
   - a. Rock picking.
   - b. Stackable block work.
   - c. Loading roofing shingles.

Recommended protection: Leather palm work gloves.

4. **Penetration by sharp objects.**
   - a. Pruning thorny trees or bushes.
   - b. Clearing or transporting underbrush.

Recommended protection: Leather palm work gloves.

5. **Exposure to temperature extremes.**
   - a. Outdoor winter work.
   - b. Welding or torch cutting.

Recommended winter protection: Insulated leather palm glove.
Recommended welding protection: Insulated leather over the forearm welding gloves.

6. Exposure to severe or prolonged/repeated vibration.

When utilizing the following equipment:

a. Chain Saw g. Sawz All

b. Compactor
c. Concrete Saw
d. Power Sanders
e. Jack Hammers
f. Rototillers
h. Sod Cutter/Roller
i. Sidewalk Edgers
j. Weed Whips
k. Commando Pesticide/Fertilizer Applicator
l. Stump Grinder

Recommended protection: Anti-vibration gloves

7. Potential contact with live current.

a. Over 50 volt potential contact.

Recommended protection: Insulated hand tools rated to 1,000 volts.

Responsibilities

Supervisors shall:

1. Identify the hazards in the workplace requiring the use of hand protection.

2. Determine the type of hand protection required for the specific hand hazard.

3. Provide employees with appropriate protection.

4. Ensure workers are informed of the proper use, care, and maintenance of hand protection.

5. Ensure workers wear appropriate hand protection at all times that hazards exist.

Workers shall:

1. Wear appropriate protective gloves at all times when performing tasks or working in an area where hazards exist.

2. Use, care for, and maintain protective gloves appropriately.

Approval Date:	11/12/13	JGiacalone, Director Parks/Risk
Revision Date:	__________	______________________________

HOFFMAN ESTATES PARK DISTRICT
Procedure for Parks water Leak Monitoring

6.150 Parks Water Leak Monitoring:

The purpose of this procedure is to identifying any breaks in the underground piping that carries water from the meter to various parks water features such as restrooms, drinking fountains, splash pads, and irrigation.

1. At season start up, all parks meters are read daily and recorded for one week to insure there are no leaks.
2. Starting week two all parks water meters will be read on a weekly basis and recorded.
3. Meter readings are to be taken as close to the same day of the week as the previous reading was taken to insure consistency.
4. Meter readings are to be compared and analyzed against the previous reading.
5. If a meter reads more than a 20% gallons difference, the discrepancy will be called to the attention of the Director of Park Services.
6. Additionally the particular meter with the discrepancy will be read and recorded daily until either a leak is confirmed or an extenuating circumstance causing the additional water use is identified.
7. If a leak is the cause of the additional water use, the source of the water will be immediately shut down until the leak is repaired.
8. Once the repair is made, daily water meter readings and recordings will continue for one more week to insure that the repair is holding and that there was not a secondary leak that was previously unidentified.
9. After the additional one week of daily readings if the readings are once again consistent, that particular meter can return to weekly meter readings and recordings.
10. Below is a listing of water meters located within the parks system.
11. Below is a water meter reading log sheet.

Irrigation

1) Cottonwood – 2029 Parkview Circle East
2) Victoria – 1100 Kingsdale Rd.
3) Canterbury Fields – 1950 Maureen Dr.
4) Eisenhower – 864 Rosedale Ln.
5) Seascape (4) meters– 1300 Moonlake Blvd.
6) Vogelei – 650 Higgins Rd.
7) Cannon Irrigation
8) Seascape filter room irrigation

Bathrooms/Concessions

1) Fabbrini (formerly High Point) – 1704 Glenlake Rd.
2) Cannon – 1675 Nickelson Dr.
3) Sycamore – 450 Hillcrest Blvd.
4) Canterbury Fields – 1950 Maureen Dr.
5) Seascape bathhouse # 1 meter
6) Seascape bathhouse # 2 meter
7) Seascape pool fill water meter
8) Seascape concession meter

Splash Pads

1) Vogelei – 650 W. Higgins rd.
2) Princeton – 5400 McDonough Rd.
3) Tropicana – 680 Audubon St.
4) Community – 925 Grand Canyon Pkwy.

Drinking Fountains

1) Huntington – 4009 Huntington Blvd
2) South Ridge – 1300/1308 Freeman Rd.

Fountains

1) Field Park – 410 Durham Ln.

Approval Date: ___9/21/15_____ _John Giacalone, Director of Parks_____

Revised Date: _____________ ________________________________

DRB/DH 3/2/18

Reviewed by Admin Staff and CT 9.2022

WATER METER READINGS LOG

Meter ID Number & Location	Meter Reading	Date
Tropicana Park		
Community Park		
Vogelei Park		
Vogelei House		
Vogelei Barn		
Canterbury Restroom		
Canterbury Irrigation		
Cannon Irrigation		
Cannon Concession		
Victoria Park		
Huntington Park		
South Ridge Park		
Field Park		
Sycamore Park		
Eisenhower Park		
Fabbrini Park		
Cottonwood Park		
Princeton		
North Shop		
Seascape Pool Water meter		
Seascape Filter room meter		
Seascape Bathhouse # 1		
Seascape Bathhouse # 2		
Seascape concession meter		

Inspector Signature ______________________________

DRB/DH 3/2/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Vehicle Backing Procedure

6.151 Vehicle Backing:

1. Before starting your trip, conduct a thorough pre-trip inspection. Check the vehicle's brakes, horn, back-up lights, 4-way flashers and back-up alarm and video camera (if equipped) for proper working condition.

2. Clean windows and mirrors thoroughly to provide a clear view. Never back a vehicle when any mirror is covered with dirt, frost, snow or other substances that keep you from visually clearing the path the vehicle will take.

3. Plan ahead and avoid backing whenever possible. Do not put yourself into unnecessary backing situations. When practical, avoid parking the vehicle in a way that will require it to be backed at a later time. If you learn your routes, you may be able to avoid certain backing situations.

4. Get to know the vehicle's blind spots. Mirrors can never give the whole picture while backing.

5. Adjust mirrors for maximum visibility. Mirrors are a major key to any backing maneuver. If a trailer is attached, adjust your mirrors while the tractor and trailer are in a perfectly straight line and you are sitting in the driver's seat in your normal comfortable sitting position. Get help adjusting the right side mirror, if possible.

6. Park defensively. Carefully survey the parking opportunities when you arrive at the delivery site. If possible, choose an easy-exit parking space that does not crowd neighboring vehicles. Avoid the temptation of pulling into the most convenient location in order to speed up the exit process. Sometimes, choosing a poor parking space is a matter of necessity - but in many cases, a better defensive position is available if you take the time to look and evaluate.

7. Situate your vehicle in the best possible position before starting to back up. Make the turn on the driver's side, if possible, in order to minimize turning and allow you to see the back of the vehicle swinging into position.

8. Plan your exit when parking in an alley. If an alley does not permit driving all the way through or room to turn around, then back into it (if local ordinances permit) so that when leaving, you can drive your vehicle forward into the street.

9. Walk around your vehicle and check and recheck your path of travel. Before any attempt is made to back, always get out of your cab to look and see what lies between you and your backing destination. Check for workers, pedestrians, soft or muddy areas, potholes, tire hazards and equipment hazards. When backing long distances, it doesn't hurt to stop and recheck your path of travel.

10. Don't forget to look up! Look for awnings, pipes, framing, fire escapes, wires, etc. that will be in your way. Look up, down, all around and under the truck before backing. The entire path the vehicle will take must be clear of obstacles. Also, anticipate where another vehicle or pedestrian could reach the rear of the vehicle while you are backing.

11. This is also a good time to determine space limitations. Is the space wide enough? Is the loading dock platform high enough or low enough? Be aware that the path may slope up or down, making it difficult to judge vehicle clearance at your destination point. Measure and determine proper distances vertically and horizontally to safely park or unload your freight.

12. Although ultimately the responsibility of backing safely falls on the driver, it is helpful to use a reliable, well-trained guide or spotter whenever possible to assist when backing. An extra set of eyes could make all the difference, particularly in situations where there are blind spots or when someone or something could come into your path. If two or more people are in the vehicle it is mandatory that one of them acts as a spotter for the driver while backing

13. When you must spot for yourself without a guide, return to the vehicle quickly. Start backing within a few seconds after finishing the walk-around check. This will allow very little time for people and/or obstacles to move behind the vehicle.

14. As you back into your space, get out of your truck and pace off the length of the space from the dock to the rear of the trailer. Then pace off the same distance from your driver's door back to the end of the trailer area. Place an object on the ground at this measurement point. Then as you back up, you will be at or near the dock when your driver's door reaches the object.

15. Once you are behind the wheel, with the engine running and the vehicle in reverse, check the area again by turning and visually clearing the path that the vehicle will take. Use all side mirrors to constantly check and visually clear your path.

16. Use your 4-way flashers and back-up alarm (if equipped) and periodically tap your horn prior to backing and as you continue backing. These warning devices are designed to alert others of your presence and can make other drivers aware of your intentions. Assume that other vehicles or individuals do not see you coming.

17. Back slowly and cautiously. Have complete control of your vehicle. Use the lowest possible gear or idle speed and do not accelerate.

18. Remember that every backing situation is new and different. Even if you visit the same location several times a day or each week, be watchful each visit.

Approval Date:	Feb. 1, 2017	J.Giacalone, Director Parks & Risk
Revision Date:		
Revision Date:		

Hoffman Estates Park District
Selection of compensatory time procedure

6.152 Selection of time compensatory time in lieu of overtime:

1. Full-time, non-exempt parks maintenance employees have the ability to elect to be paid in compensatory time in lieu of overtime for hours worked over 40 within a given week.
2. Compensatory time is earned at a rate of time and one-half for every hour worked over forty (40) hours in a particular work week.
3. Election of compensatory time must be done on a per-payroll basis (every 2 weeks). The election must be sent in writing to the Superintendent of HR, Disbursement Associate, and Director of Parks & Facilities Services via a single e-mail by 12:00PM (noon) of the Friday on which the pay period ends. This request is effective for the entire 2-week payroll; individual weeks within a pay period cannot be treated separately.
4. As of the date of this procedure is drafted, all employees are defaulted to overtime. A written request must be made to switch to compensatory time. Once a request to compensatory time is made, the employee will continue to receive compensatory time until they either: 1.) provide a written request to switch back to overtime (pursuant to the same timeframe mentioned in paragraph 3 above); or, 2.) accrue the maximum amount of compensatory time.
5. A maximum of 40 hours of compensatory time may be accrued at any given time.
6. Election of compensatory time is not available during a pay period where other benefit time (Vacation, I&I, Personal) is utilized.
7. It is the employee's responsibility to ensure they have compensatory time available prior to a request to use it.
8. Request to use compensatory time must be submitted in the same manner as requests to use benefit time, per Procedure 1.083.
9. Failure to follow this procedure will lead to disciplinary action up to and including dismissal.

Approval Date: August 16, 2017 D. Hugen, Director of Parks / E.Leninger, Super HR

Revision Date: ____________ ____________________

Revision Date: ____________ ____________________

DH/EL 3/2/18
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Golf Lesson Administration

7.001 Golf Lesson Administration

The Hoffman Estates Park District offers a wide variety of lesson programs to introduce and advance students to the game of golf. To assure each student is receiving proper instruction; all instructions shall follow the guidelines and meet the criteria as follows:

1. All instructors shall also be employees of the Hoffman Estates Park District and may recruit students by using District resources.
2. Hoffman Estates Park District instructors must be active members or approved apprentices of the P.G.A. of America.
3. The Director of Golf Operations shall develop lesson fees.
4. Instructors shall be off of the payroll time clock during lesson times.
5. Appointments of lessons are the responsibility of each instructor and must be documented in their appointment calendar.
6. At the conclusion of the lesson, the student shall pay the cashier the appropriate lesson fee or use their punch pass visit swipe.
7. The cashier will collect the money and ring it into the instructor's designated lesson revenue number in the register.
8. Each lesson shall be documented on the instructor's lesson log sheet.
9. At the conclusion of each payroll period, each instructor shall provide a copy of their appointment calendar, lesson log, and cashiers sales history report to the Director of Golf Operations for final approval.
10. These materials will then be supplied to the business office for processing and payment.

Approval Date: 5/4/98 ________________________________

Revision Date:

12/1/17 Brian Bechtold Director of Golf Operations

4/24/13 Brian Bechtold General Manager / Head Golf Professional

4/1/13 DBostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Closing Clubhouse

7.002 Closing Clubhouse

A. Closing Person's Responsibilities

1. **Turn off all electronics.**
   - Televisions
   - Sound Systems
   - Computers
2. **Close all internal fire doors in all the rooms.**
3. **Turn off all lights**
   - Hallways
   - Banquet Rooms
   - If holiday, lights are utilized. Please turn these off as well (i.e., Christmas trees, balcony lights, etc.)
   - All other lights are on motion sensors.
4. **Make sure all employees have left the building. Check washrooms and locker rooms.**
5. **Check and lock all doors.**
   a. Basement Doors
   - overhead door in cart barn
   - single door next to overhead door in cart barn

   b. First Floor Doors
   - main entrance (outside and vestibule door)
   - pro shop front door
   - pro shop rear door
   - men's locker room rear door
   - restaurant/bar patio door
   - kitchen door by Chef's office
   - kitchen door by stairwell

   c. Second Floor
   - both sets of Poplar Room balcony doors
   - roof access hatch
   - roof service door located inside storage closet
6. **Punch in your security code and exit building.**
7. **If you have problems securing the building, contact your immediate supervisor.**

Approval Date: ___________ ______________________________________

Revision Date: 4/24/2013 Brian Bechtold General Manger / Head Golf Professional

5/1/13 DBostrom, Executive Director

DRB/BB 12/2017
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Bridges of Poplar Creek Country Club Invoicing

7.003 Bridges of Poplar Creek Country Club Invoicing

All Food & Beverage Banquets/Meetings will be provided an invoice from Eventmaster immediately following the event. All weddings will be given an invoice 15 days prior to the event for payment. Any add-on or tab items will be invoiced after the event and updated in Eventmaster.

All events except in house will be invoiced utilizing the Districts registration software, RecTrac.

1. Banquet/Meeting payments are due at the conclusion of the event by a guaranteed form of payment: credit card, cash, money order, or cashier’s check. If a customer would like to be invoiced it must be approved in advance by the Business Department.

2. Wedding final payments are due 1 week prior to the event date by a guaranteed form of payment: credit card, cash, money order, or cashier’s check. Personal checks will not be accepted as a final payment.

Approval Date: ___________ ______________________________________

Revision Date 4/24/2013 Brian Bechtold General Manager / Head Golf Prof

5/1/13 DBostrom, Executive Director

Revision Date 7/16/19 Brian Bechtold/ Craig Talsma

Review CET/BB 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Procedure for Chain of Command

7.005 Bridges of Poplar Creek Country Club Chain of Command

The Director of Golf Operations is responsible for the operation of the Bridges of Poplar Creek Country Club. In the absence of the Director of Golf Operations, it is necessary to identify the chain of command within Bridges of Poplar Creek Country Club.

First - Executive Chef
Second- Sales & Catering Supervisor
Third - Golf Course Superintendent

In all instances, where the Director of Golf Operations is not available, chain of command leadership will attempt to consult with the Executive Director, or other Division Directors prior to finalizing any non-procedural decisions. All non-procedural decisions made during chain of command leadership must be communicated directly to the Director of Golf Operations – Bridges of Poplar Creek Country Club.

Approval Date: ______________________ ______________________________

Revision Date: 12/01/2017 Brian Bechtold Director of Golf Operations

Revision Date: 4/24/2013 Brian Bechtold General Manger / Head Golf Pro

Revision Date: 5/1/13 DBostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club Veriphone Credit Card Procedure

7.006 Bridges of Poplar Creek Country Club Veriphone Card Procedure

1. To process a sale on the Veriphone Machine use the following procedure:
   A. Press "Sale" for a sale.
   B. The terminal will display "Sale", then "SLIDE/KEY CARD or INSERT CHIP" .
   C. Swipe the credit card or insert chip or manually enter the credit card number if you do not have the card.
   D. If you do not swipe the card the terminal will ask you for the expiration date of the credit card. Enter the expiration date in the MM/YY format and press the "ENTER" key. It will also ask you to enter in an address you can just hit enter.
   E. Enter the last 4 digits of the card
   F. Enter in Server # 99 – if Banquet sale or deposit, Server #1 – Bar & Gill sale.
   G. Enter in Amount of Sale.
   H. The terminal will then process the sale and print a receipt.
   I. Tear receipt off and have the customer sign the receipt.
   J. Hit yes for customer copy of receipt and give to customer
   K. Attach the signed receipt copy to the contract or invoice and put in the drop safe.

2. To process a refund/credit on the office Veriphone Machine, use the following procedure.
   A. Press More button, Then press the Refund button.
   B. The terminal will display "Refund", then "SLIDE/KEY CARD."
   C. Swipe the credit card or insert chip or manually enter the credit card number if you do not have the card.
   D. If you do not swipe the card the terminal will ask you for the expiration date of the credit card. Enter the expiration date in the MM/YY format and press the "ENTER" key.
   E. Enter the last 4 digits of the card
   F. Enter in Server # 99
   G. The terminal will then process the credit and print a receipt.
   H. Tear receipt off and have the customer sign the receipt.
   I. Hit yes for customer copy of receipt and give to customer
   J. Attach the signed receipt copy to the contract or invoice and put in the drop safe.

3. To enter a tip on the Veriphone Machine, use the following procedure:
   A. Press tip button
   B. Enter Password 6682 then hit enter
   C. It will then ask you server # or Invoice #. Select Invoice #.
   D. Enter Invoice # (On original receipt) -.Will show amount. Press adjust amount. Enter in tip amount then enter.
   E. The terminal will display "Approved".
   F. The terminal will then process the tip amount. No new receipt will be printed.

4. The Veriphone will need to be settled every night if a transaction was made. To Settle:
   A. Press reports button.
   B. Press detail reports.
   C. If all your tips have been entered Press settlement (If you don't have them entered go back and do step 3)
   D. Enter Password 6682
   E. Will ask if total is correct hit yes (Green Button)
   F. Report will print and will say settlement successful
   G. If it doesn't print but the screen shows GBOK Hit enter then it will print.

Approval Date: 9/5/00 TLaFrenere, Director Rec/Golf

Revision Date: 12/01/2017 Brian Bechtold Director of Golf Operations

Revision Date: 4/24/2013 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 DBostrom, Executive Director

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Procedure for Cashier Shift Opening

7.007 Cashier Shift Opening Procedure

A. The cashier will need to allow 5 minutes prior to the start of his/her shift to complete the following procedure.

B. The cashier will go to their cash register, turn on the monitor and tower if necessary, and Log-in:

1. Entering your Computer Login ID
2. Hit the ‘Tab’ key
3. Enter the computer password
4. Hit the ‘Enter’ key
5.

C. Log-in to VIS “Rectrac” as follows:

1. Enter your User ID
2. Enter you password
3. Hit the ‘Enter’ key
4. The Date screen will appear. Either click the ‘OK’ button with your mouse, or hit the ‘Enter’ key twice.
5. This will take you the Recttrac Main Menu. Click touch screen point of processing button.

D. The cashier must count the money prior to starting their shift and note any discrepancy from their normal starting amount on the cash verification form.

E. The beginning cash drawer amounts are as follows:

1. Pro Shop - $300.00
2. Range - $300.00
3. Halfway House - $200.00
4. Beverage Cart - $100.00
5. Bar & Grill - $200.00
6. Banquet Bar - $200.00

Always leave the cash drawer with these amounts at the end of a shift. **No exceptions!**

F. The cashier's failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	October 30, 2000	Tony LaFrenere, Director
Revision Date:	12/1/2017	Brian Bechtold Director of Golf Operations
Revision Date:	4/24/2013	Brian Bechtold General Manager/Head Pro
Revision Date:	5/1/13	DBostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Dress Code for Food and Beverage Staff

7.010 <u>Dress Code for Food and Beverage Staff</u>

A. Cleansing of Hair
1. Hair should be shampooed and well groomed. Oily, dirty hair produces bacteria/dandruff, which can fall into food.
2. Hair, shoulder length or longer, should be neatly tied back to prevent hair from falling into food or onto tables.
3. Beards and mustaches are to be kept clean, neat and trimmed.

B. Bathing
Daily bathing or more frequently is important to keep your body odor-free. Body odor is offensive to patrons and co-workers. Your skin is a prime breeding ground for bacteria.

C. Cleansing of Hands
The most important aspect of personal cleanliness is frequent and thorough hand washing. Dirty hands transmit contaminants to food product. Hand washing should follow any activity that offers even a remote possibility that the hands have picked up contaminants, such as:
1) touching areas of the body, such as ears, mouth, nose or hair;
2) immediate contact with infected or otherwise unsanitary areas of the body;
3) contact with soiled clothing;
4) hand contact with unclean equipment and work surfaces;
5) handling raw food, particularly meat and poultry;
6) handling money;
7) cigarette smoking;
8) eating;
9) use of the restroom.

D. Fingernails
1. Fingernails should be trimmed, clean and well groomed. Ragged nails harbor bacteria and are very difficult to keep sanitary.
2. No bright or loud nail polish (blue, green, yellow, orange and purple).

E. Cosmetics
1. Facial cosmetics are acceptable, in moderation.
2. Brightly colored hair tings or sprays are not permitted.

F. Cuts and Abrasions
Wounds and open sores should be antiseptically bandaged and the bandage covered with a waterproof protector.

G. Uniforms
All uniforms should be clean, wrinkle and hole free. Uniforms for functions are as follows:
1. Formal Uniform – Banquet Functions
   a. Tuxedo shifts are worn only with white under garments, sleeves rolled down, shirt tucked into pants, collar buttoned, and bow ties worn at all times. Shirts may be purchased at Michael's Craft Store or Tuxedo Shop.

Bow ties are obtained through Poplar Creek Country Club from your supervisor and returned to her after function.

b. Trousers may be black tuxedo or dress style. **NO JEANS ARE PERMITTED**. Tuxedo pants may be obtained at a Tuxedo Shop. Dress pants may be obtained at any department store.

c. Black dress shoes and socks only. Open-toed or gym shoes are not acceptable.

d. Black aprons are obtained through Poplar Creek Country Club from Supervisor and set in laundry bag in basement at the end of function.

2. Casual Uniform – Patio/Bar/1/2 Way/Beverage Cart/Pool

    a. Polo shirts are obtained through Poplar Creek Country Club. It is your responsibility to keep the shirts clean and wrinkle-free. Coordinator will determine color to be worn for each function.

    b. Shorts should be knee-length. Color can be either black or tan. They may be obtained at any department store.

    c. White/black gym or casual shoes may be worn. Open shoes of any kind are not acceptable. Shoes must be clean, laces tied and maybe worn with white socks or without.

H. Name Tags

1. Nametags will be supplied by Poplar Creek Country Club and must be worn at all times as part of your uniform.

I. Accessories

1. Excessive cosmetics, jewelry, perfume or cologne will be prohibited.

    a. Earrings are to be no longer than 1½ inches, match and only one per ear.

    b. No hats or unauthorized buttons may be worn.

    c. Hair restraints must be neat, conservative and in good taste.

J. Smoking/Dipping

Smoking/dipping is prohibited in view of the customers. Permitted areas are outside of building at vehicle **on break time only**, authorized by the supervisor on duty.

FAILURE TO COMPLY WILL RESULT IN SUPERVISOR SENDING YOU HOME AND A WRITTEN REPRIMAND PUT IN YOUR EMPLOYEE FILE. THREE (3) EXCESSIVE DRESS CODE VIOLATIONS WILL RESULT IN YOUR TERMINATION.

Approval Date: ____1/28/02__ __T. LaFrenere______________________

Revision Date: _12/1/17______ Brian Bechtold Golf Operations Manager

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Procedure for Banquet Feedback Report

7.011 Banquet Feedback Report

A. The form is designed to provide information firsthand on the results of the function. The results will be used as a method to improve our services to our customers.

B. Lead Server and/or Sales and Catering Supervisor responsibility
   1. Attach form to function sheet and clip board
   2. After function ends please thoroughly fill out banquet feed back report form and turn form in Food & Beverage Manager's.

Approval Date:	1/28/02	T. LaFrenere
Revision Date	12/0/17	Brian Bechtold Director of Golf Operations
Revision Date	4/24/13	Brian Bechtold General Manager/Head Pro
Revision Date	5/1/13	D. Bostrom, Executive Director

BANQUET FEED BACK REPORT

Please complete this form and turn into Sales & Catering Supervisor after function.

NAME OF FUNCTION:____

DATE OF FUNCTION:____

Was function sheet detailed enough Yes No

Comments____

____

Was set-up completed properly Yes No

Comments____

____

Did presentation of food meet specifications on function sheet Yes No

Comments____

____

Were guests satisfied with:

Service	Yes	No
Room Accommodations	Yes	No
Food	Yes	No

Comments____

____

____

____

____

Signature

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Poplar Creek Country Club
Procedure for Collection of Final Event Payment

7.012 Collection of Final Event Payment

A. Invoices
1. Match function sheet with invoice to verify guaranteed count.
2. At end of the evening add any additional charges (tab bar, extended room charge and additional guests) to eventmaster.
3. Print a new copy of invoice and with payment put in drop safe.
4. Hand original/corrected invoice to guest.

B. Types of Payment
1. Check payment – put check number on invoice, initial, attach check to invoice and drop in safe.
2. Cash payment – place in a deposit envelope with invoice, write name of function, write cash received on invoice, initial and place in drop safe.
3. Processing Credit Card Verifhone (AMEX, MasterCard, Visa, Discover)
    a. Press "Sale" for a sale.
    b. The terminal will display "Sale", then "SLIDE/KEY CARD".
    c. Swipe the credit card or manually enter the credit card number if you do not have the card.
    d. If you do not swipe the card the terminal will ask you for the expiration date of the credit card. Enter the expiration date in the MM/YY format and press the "ENTER" key.
    e. Enter the last 4 digits of the card
    f. Enter in Server # 99
    g. Enter in Amount of Sale.
    h. The terminal will then process the sale and print a receipt.
    i. Tear receipt off and have the customer sign the receipt.
    j. Hit yes for customer copy of receipt and give to customer
    k. Attach the signed receipt copy to the contract or invoice and put in the drop safe.
4. Additional gratuities paid with credit card will be disbursed from the accounting department to each wait staff & maintenance staff working the function.
5. Cash gratuities may be disbursed the evening of the function evenly by the Food & Beverage Manager.

C. Monies not collected
1. Unless previous arrangements have been made with management, all charges should be paid in full by the end of function.
2. If customer is unwilling to make payment as scheduled, write a note explaining why monies weren't collected, sign it, attach note to invoice and place in drop safe.

Approval Date:	1/28/02	T.LaFrenere, Director
Revision Date:	4/24/2013	Brian Bechtold General Manager/Head Golf Pro
Revision Date:	5/1/13	D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Poplar Creek Country Club
Procedure for Lunch and Beverage Ticket Redemption

7.013 Lunch and Beverage Ticket Redemption

A. Golf outing customers may purchase Lunch Tickets and Beverage Tickets as part of their Outing Package.

B. These tickets are prepaid and may be used to purchase only the items indicated on the ticket. Exceptions will be made only at the GM or Food & Beverage Manager's request.

C. Halfway House Lunch Tickets may be redeemed in the Halfway House as follows:
   1. The customer will present a ticket for either a hot dog or brat, or a specialty sandwich, chips and a beer or soda.
   2. The Halfway House attendant will fill the customer's order and take the ticket as payment for the order.
   3. The cashier will then ring the sale into the cash register as outlined in the "Cashier Daily Operating Procedure", using the "Lunch Ticket" key for the entire transaction.
   4. The cashier will then put the ticket in the cash drawer as a form of payment.
   5. All redeemed tickets will be turned in at the end of the cashier's shift with the end of shift report and cash.

D. Beverage Tickets may be redeemed in the Halfway House as follows:
   1. The customer will present a ticket for either a beer or a soda.
   2. The Halfway House attendant will fill the customer's order and take the ticket as payment for the order.
   3. The cashier will then ring the sale into the cash register using the "Drink Ticket" key for the transaction.
   4. The cashier will then put the ticket in the cash drawer as a form of payment.
   5. All redeemed tickets must be turned in at the end of the cashier's shift with the end of shift report and cash.

E. Beverage Tickets may be redeemed at the Beverage Cart as follows:
   1. The customer will present a ticket for either a beer or a soda.
   2. The Beverage Cart attendant will fill the customer's order and take the ticket as payment for the order.
   3. The Beverage Cart attendant will place redeemed tickets in the bottom of the cash box.
   4. The Beverage Cart attendant will then ring the sale into the cash register using the "Drink Ticket" key for the transaction
   5. All redeemed tickets must be turned in at the end of the attendant's shift with the cash, as payment for the items signed out. Beverage Tickets are considered the same as cash, so do not lose them!

F. Failure to follow this procedure will result in disciplinary action up to and including dismissal.

Approval Date:	1/28/02	T. LaFrenere, Director
Revision Date:	4/24/13	Brian Bechtold General Manager/Head Pro
Revision Date:	5/1/13	D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Dress Code for Banquet Bartenders

7.014 Dress Code for Banquet Bartenders

A. Uniforms

All uniforms should be clean, wrinkle and hole free.

1. 1. Formal Uniform – Banquet Functions
   a. Tuxedo shifts are worn only with white under garments, sleeves rolled down, shirt tucked into pants, collar buttoned, and bow ties or tires worn at all times. Additional Shirts may be purchased through Bridges of Poplar Creek Country Club from your supervisor.
   b. Trousers must be black tuxedo or dress style. **NO JEANS ARE PERMITTED**. Tuxedo pants may be obtained at a Tuxedo Shop. Dress pants may be obtained at any department store.
   c. Black dress shoes and socks only. Open-toed or gym shoes are not acceptable.
   d. Black aprons are obtained through Bridges of Poplar Creek Country Club from Supervisor.
2. Casual Uniform –Bar/Golf Outings & Select Banquets
   a. Polo shirts are obtained through Bridges of Poplar Creek Country Club. It is your responsibility to keep the shirts clean and wrinkle-free.
   b. Pants can be either black or tan. They may be obtained at any department store.
   c. White/black gym or casual shoes may be worn. Open shoes of any kind are not acceptable. Shoes must be clean, laces tied and maybe worn with white socks or without.

3. Smoking/Dipping is prohibited in view of the customers or in the back of bar areas.
4. Permitted areas are: Car or outside of building by dumpster behind fence if no event is going on in outside event area and must be on break time only – authorized by supervisor on duty.

Approval Date: 4/20/02 T. LaFrenere, Director

Revision Date: 4/24/13 Brian Bechtold General Manager / Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Banquet Bartender

7.015 <u>Procedure for Banquet Bartender</u>

A. Set-Up
   1. Bartender should arrive at work scheduled time most likely will be one hour before function. Review function sheet with F&B Manager and set-up bar as follows:
   2. Go downstairs and retrieve cart with plastic bucket. Fill bucket with ice and set in bar ice bins. Stock bar with cherries, olives, cut lime and lemon peels, stirrer straws, cocktail napkins, beer, wine, rock, mixed glasses, Bloody Mary, sweet-sour, stone-sour mixes.
   3. Mark down any inventory taken on clipboard hanging outside of cooler, liquor room or beer care.

B. During Your Shift
   1. Bartenders are to keep bar door closed and serve guests as specified on function sheet.
   2. Any dirty glasses on bar are the bartender's responsibility. Insert dirty glasses in dishwashing crates.
   3. After cocktail hour, check number of tables, choice of wine and fill wine carafe (1) per table.
   4. Restock supplies if needed.
   5. Check with Supervisor to see if you're needed to help serve.

C. After Your Shift
   1. Cover cherries, olives, lemon and limes with plastic wrap. Put in cooler behind the bar.
   2. Wipe down bar sinks, countertops, ledges and bottles with liquid bleach and soap-water. Replenish shelves behind bar with clean glasses.

D. Types of Bar are as follows:
   1. Open Bar
      Runs hourly, (2) types – bar package or premium bar – priced per person included in invoice. Bar package includes: (See Function Sheet for complete details)
   2. Cash Bar
      Ask Supervisor for banquet drawer ($200.00) bank. Check bank to make sure it's the right amount. Ring in all drink sales in Rectrac. Guest will pay for each drink ordered. At the end of shift, complete end of shift report on Rectrac. Deposit sales into drop safe and the cash bank bag goes to Supervisor.
   3. Tab Bar
      Fill out top of bar tally sheet (see bar tally procedure). Mark each drink down as they're ordered. At the end of function, tally total of each drink and hand it to Supervisor so he/she can add to eventmaster invoice.

E. Tip Jar is acceptable and must be kept on back bar unless otherwise specified on function sheet.

Approval Date:	1/28/02	T. LaFrenere, Director
Revision Date:	4/24/2013	Brian Bechtold General Manager/Head Golf Pro
Revision Date:	**5/1/13**	**D. Bostrom, Executive Director**

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Banquet Staff Additional Gratuity Payment

7.016 Banquet Staff Additional Gratuity Payment

A. Any time a guest at the Bridges of Poplar Creek Country Club chooses to give the staff a gratuity in excess of the invoiced service charge amount, payable by check or credit card, the employee will be reimbursed for that amount on his/her next scheduled paycheck.
B. Tips will be distributed by Sales & Catering Supervisor based on the number of hours the employees worked the function.
C. The gratuity will be added to the paycheck as a Tip Wage, and taxed at the employee's current tax rate.
D. If the guest gives the employee a cash gratuity payment, it is the employee's responsibility to report it on his/her income tax. The Hoffman Estates Park District assumes no responsibility for cash gratuities paid to banquet staff.
E. Failure to follow this procedure will lead to disciplinary action up to and including dismissal.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 4/24/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Golf Outing Invoice Procedure

7.18 Golf Outing Invoice Procedure

A. All contracted Golf Outings requiring a deposit from the guest unless it is waived by the Director of Golf Operations.
B. Once the Outing contract has been given to the customer and signed, the deposit is collected in RecTrac.
C. If the Outing is being run by a tax-exempt organization a copy of the guests Tax Exempt letter must be saved in RecTrac within HH documents, and noted as a tax-exempt organization.
D. The day of the outing the Golf Shop staff will bill for the final count in RecTrac to their household.
E. The Director of Golf Operations or Sales Catering Supervisor will enter the food and beverage portion of the outing based on the final count given 48 hours in advance by the customer, including applying the deposit received.
F. Collect the payment from the guest, marking the original invoice with the payment amount, payment type, date, and initials of the person accepting payment on behalf of the Bridges of Poplar Creek Country Club.
G. Make a copy of the invoice and attach the payment to the copy.
H. Put the copy of the invoice with the payment attached into a deposit envelope and drop into the drop safe located in main office.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 12/1/2017 Brian Bechtold Director of Golf Operations

Revision Date: 4/29/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

Revision Date: 7/16/19 C. Talsma, Executive Director

Review CET/BB 7/16/19

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Change Procedure at Bridges of Poplar Creek Country Club

7.019 Change Procedure

A. The cash drawers should be left with as much change as possible when closing a shift. Do not leave anything higher than a $10.00 bill if possible.

B. If change is needed during a shift, it should be bought from the office change bag or the golf shop change bag, or the bank, utilizing the attached form.

C. The business department will make daily trips to the bank, Monday through Friday, between the hours of 11:00 am and 3:00 pm. If you know you will need change for an upcoming event or shift, you may give a change order to the business department prior to 11:00 am and it will be returned no later than 3:00 pm that afternoon. Once the business department has gone to the bank for the day, it is the department supervisor's responsibility to go to the bank for change if necessary.

Change may be bought in the following denominations:

Nickels……………..$2.00
Dimes………………$5.00
Quarters…………….$10.00
Singles……………...$50.00
Fives………………..$20.00

D. If there is no one available to make change in the office, it is the department supervisor's responsibility to get change for his/her employees, utilizing the attached form.
E. Failure to comply with this procedure will result in disciplinary action up to and including dismissal.

Approval Date: 1/28/02 T. LaFrenere

Revision Date: 3/24/09

Revision Date: 4/34/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

Revision Date: 7/16/19 C. Talsma, Executive Director

Review CET/BB 7/16/19

Reviewed by Admin Staff and CT 9.2022

CHANGE REQUEST

DATE: ____________________________ REQUESTED BY: __________________________

HALFWAY HOUSE BEV. CART MAIN BAR BANQUET BAR

DRIVING RANGE PRO SHOP

(CIRCLE ONE)

AMOUNT REQUESTED: $______________________

FIVES: $_______________________

SINGLES: $____________________

QUARTERS: $__________________

DIMES: $_______________________

NICKELS: $_____________________

GIVEN BY: ____

CHANGE REQUEST

DATE: ____________________________ REQUESTED BY: __________________________

HALFWAY HOUSE BEV. CART MAIN BAR BANQUET BAR

DRIVING RANGE PRO SHOP

(CIRCLE ONE)

AMOUNT REQUESTED: $______________________

FIVES: $_______________________

SINGLES: $____________________

QUARTERS: $__________________

DIMES: $_______________________

NICKELS: $_____________________

GIVEN BY: ____

Review CET/BB 7/16/19

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Wedding Cancellation

7.020 Wedding Cancellation

1. The Bridges of Poplar Creek Country Club requires a monetary deposit to book an event. This deposit is non-refundable if the event is cancelled.
2. The Bridges of Poplar Creek Country Club requires a 50% payment of the estimated invoice total for all weddings 30 days prior to the wedding date. If the wedding is cancelled after this payment has been made, this payment is non-refundable as well.
3. The Bridges of Poplar Creek Country Club requires all weddings to be paid in full 14 days prior to the wedding date. If the wedding is cancelled within 14 days of the confirmed wedding date, the final payment is non-refundable. Additionally, if the final payment has not been made, the individual or individuals that contracted the event will be billed for the entire event based on the last confirmed count and menu choices received by the Bridges of Poplar Creek Country Club.
4. The Bridges of Poplar Creek Country Club reserves the right to review each cancellation on an individual basis.
5. The Bridges of Poplar Creek Country Club reserves the right to change this procedure at any time, without notification.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 4/24/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Dryer Operation

7.021 Dryer Operation

A. Check and clean out lint trap before placing items into dryer.
B. Place appropriate amount of items in dryer. Loads that are too full will affect proper operation of the machine.
C. Set the timer for the appropriate amount of time.
D. Start the dryer.
E. The individual who starts the dryer is responsible for checking on and emptying the dryer. DO NOT START A NEW LOAD IF YOU WILL NOT BE AVAILABLE THROUGH THE COMPLETE CYCLE.
F. Take items out after completion of the cycle.
G. Clean out lint trap at the completion of each load.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 4/24/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for RecTrac User ID Procedure

7.022 RecTrac User ID

A. Any employee needing access to RecTrac must have a User ID and password prior to being allowed usage privileges.

1. If an employee uses a cash register in more than one area, that employee will need a User ID for each area in which she/he works.

2. User ID's are assigned by Business Supervisor:

Pro Shop Cashiers	100 series
Bar & Grill Cashiers	400 series
Halfway House Cashiers	500 series
Banquet Cashiers	600 series
Administrative	Initials

3. If an employee requires more than one User ID, she/he may request the same password for each ID.

4. The employee's supervisor must request a User ID from the Business Supervisor at least two business days prior to the employee's first shift.

5. The Business Supervisor will inform the employee's supervisor of the assigned User ID and password within 24 hours of receipt of the request for a User ID.

B. No employee is allowed to log-in with another employee's User ID. Both employees will be reprimanded should this occur.

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 12/01/2017 Brian Bechtold Director of Golf Operations

Revision Date: 4/24/2013 Brian Bechtold General Manager/Head Golf Professional

Revision Date: 5/1/13 D. Bostrom, Executive Director

DRB/ BB 12/2017
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for RecTrac User ID Procedure

7.022 RecTrac User ID

A. Any employee needing access to RecTrac must have a User ID and password prior to being allowed usage privileges. These are requested either during the hiring process or through the work order system.

1. If an employee uses a cash register in more than one area, that employee has one ID but multiple menus.
2. The employee must select the appropriate menu for the appropriate area. If this is not done, the computer will not function properly; including credit cards not processing.

B. No employee is allowed to log-in with another employee's User ID. Both employees will be reprimanded should this occur.

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 12/01/2017 Brian Bechtold Director of Golf Operations

Revision Date: 4/24/2013 Brian Bechtold General Manager/Head Golf Professional

Revision Date: 5/1/13 D. Bostrom, Executive Director

Revision Date: 7/16/19 C. Talsma, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Bridges of Poplar Creek Country Club
Procedure for Kitchen Floor Safety

7.023 Kitchen Floor Safety

A. The Kitchen Floor should remain dry at all times. In the event that any type of liquid does get spilled on the floor, it should be cleaned up immediately.

B. The Kitchen Floor should remain clean and clutter-free at all times. In the event that materials get left on the floor, the materials should be cleaned up immediately. This also holds true for items such as: boxes, glass racks, buckets, plates and all other items.

C. In the event that a spill is too large or the materials are too large for a single person to clean up, please contact a custodial person immediately.

Approval Date: 1/28/02 T. LaFrenere, Director

Revision Date: 4/29/2013 Brian Bechtold General Manager/Head Golf Professional

Revision Date: 5/1/13 D. Bostrom, Executive Director

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Procedure for Cash Register Operating Procedures

7.024 Cash Register Operating Procedures

A. All sales are to be entered into the computer at the time they are received from the customer. Money should not be placed in the cash drawer to be rung into the computer later.

B. Do not leave the cash register drawer open for any reason. The drawer will pop open with the completion of the sale entry.

C. To complete a sale in Rectrac, the following steps should be followed:

1. Select the "VSI" button on desktop. "Signon" screen will appear. Enter your User ID in the appropriate field and press "Enter". Enter your Password in the appropriate field and press "Enter". Hit the "OK" button. This will take you to the main menu screen.
2. Then select the Touch Screen POS processing button.
3. Pro Shop cashiers should swipe the customer's resident Golf ID card if they have one, to entitle the customer to the resident rate.
4. Bartenders should touch the "New Ticket" button in the bottom left hand corner of the screen. The "New Ticket Update" screen will appear. A number will appear in the "New Ticket No" field. This is the open ticket number for your customer, write it on your paper ticket so you can continue to add items in the computer until your customer is ready to leave. Touch the "OK" button and the "Point-of-Sale Update for Server ⇐ ### - Ticket ####### - Table" screen will appear.
5. The cashier then selects the button on the keyboard corresponding to the sale desired by the customer. Pro Shop cashiers can also use the bar code reader to ring up merchandise sales. Bartenders are using a Touch-Screen, and can select items by touching the appropriate button on the computer screen. If you do not find a key that matches a customer's purchase, you can use the mouse to click the up-down arrow to display a pick-list of items.
6. If the customer changes her/his mind about something, or you choose a wrong item, you can use the mouse to highlight the incorrect line, then display the "Remove" button to delete the line item. The computer will display a message box asking, "Continue with Delete of: Item ####### - description of item?" If you click "Yes" the item will disappear. If you click "No" you will return to the top screen.
7. To end a sale, use the mouse to click the "Payment" button. Bartenders may touch the "Close-out" button. The computer will display a payment window.
8. Enter the amount the customer gives you in the "Total Paid" field and press the "Enter" key.
9. The computer will then prompt you for the payment type:

   a) 1-Check

b) 2-Cash
c) 3-Credit Card
d) 4-Gift Certificate (Old Paper Certificates)
e) 8-Gift Card
f) 10 – Lighting System Pass
g) For a Split Payment (two or more forms of payment) Can be added by pressing the add payment button.
   Enter the appropriate payment type and press the "Enter" key.

10. If the customer is paying with cash, and has change coming back to her/him, the computer will tell you the change due and print the customer's receipt.
11. If you have a receipt printer, give the customer her/his receipt.
12. The computer will then return to the "TouchScreen POS Screen" or "Ticket Processing" window and you can begin the next sale.

D. Always watch the computer screen. Never assume you know what the computer will ask next.

E. Always count change carefully. Check all fifty and one hundred-dollar bills with the counterfeit detector pen.

F. All cash register drawers are subject to periodic spot checks by the Finance & Business Department.

G. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ________________ ________________________

Revision Date: February 6, 2002 T. LaFrenere, Director

Revision Date: 12/01/17 Brian Bechtold Director of Golf Operations

Revision Date: 4/29/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
Procedure for Acceptable Television Stations

7.026 Acceptable Television Stations

A. All televisions within Bridges of Poplar Creek Country Club must be turned to acceptable television stations and programs at all times.

B. The definition of acceptable will be those stations or programs showing: news, weather, sporting events or a previously approved program.

C. If an event or program does not fall into one of the above category please ask a supervisor or manager for approval.

D. Customers and guests are more than welcome to request programs but should not be left in control of the remote.

Approval: May 23, 2002 Tony LaFrenere

Revised Date: 4/29/13 Brian Bechtold General Manager/Head Golf Pro

Revised Date: 5/1/13 D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for RecTrac ID Swiping

7.027 RecTrac ID Swiping

A. All residents, employees or commissioners must present a valid Rectrac ID card in order to receive their appropriate rate.

B. In the event that they have forgotten their card, they may present their Drivers License. (Please remind the individual to bring the actual RecTrac ID the next time.) Look up their name and check the status of their card on the Rectrac Member ID pick-list.

C. If the card comes up invalid, the resident may need to renew the card.

D. If the card comes up invalid and the resident has a receipt verifying that they have just renewed, charge them the resident rate. Write down the name and ID number and contact the PCCC Business Supervisor at Ex. 662.

Approval: May 23, 2002 Tony LaFrenere

Revised Date: 4/29/13 Brian Bechtold General Manager/ Head Golf Pro

Revised Date: 5/1/13 D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
BRIDGES OF POPLAR CREEK COUNTRY CLUB
PROCEDURE FOR USING THE TIME CLOCK

7.030 Using Time Clock "FinTrac"

1. **TIME CLOCK**

- Swipe Your HEPD Employee Card
- If you don't have your card with you enter your first 3 letters of your last name followed by last 4 #'s or your Social Security #. Hit enter.
- It will then prompt you to enter in your last 4 #'s or your social security # again
- If you have multiple jobs/pay codes it will ask you to select the job you are punching in for.
- Then hit OK.
- Repeat the process to punch out.
- You should also record your time your time sheet in the binder next to the time clock for verification. And especially if the computers are down.

Approval Date: 8/4/03 T. LaFrenere, Director

Revision Date: 4/29/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
BRIDGES OF POPLAR CREEK COUNTRY CLUB
HANDLING CASH DRAWER

7.031 Procedures for Handling Cash Drawer

A. Beginning Banquet Bar Shift
   1. Ask coordinator for bank bag
   2. Count currency from bag. Make sure your starting with $200.00 bank.
   3. Place currency in tray.
   4. Follow cash bar procedures to begin bar service.
B. Ending Shift Banquet Bar
   1. Count back your drawer to $200.00 and insert in purple deposit bag.
   2. Give purple deposit bag to coordinator to put in safe.
   3. Place monies from sales and tally sheet in envelope and place in drop safe.
C. Beginning of Shift Restaurant/Bar Shift
   1. Retrieve register key and open drawer
   2. Count currency and make sure you're your starting with $200.00 bank.
   3. Follow cashier shift opening computer procedures to begin sales.
D. End of Shift
   1. Follow cashier closing procedure on computer
   2. Make sure you leave drawer at ($200.00).
   3. Your cash to be deposited, checks, credit card slips, redeemed golf certificates, is inserted in envelope. Placed in drop safe
E. End of Evening Shift
   1. Follow Procedure (D)
   2. Credit card settlement procedure.

Approved:	8/4/03	T. LaFrenere, Director
Revised:	4/28/13	Brian Bechtold General Manager/Head Golf Pro
Revised:	5/1/13	D. Bostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
POPLAR CREEK COUNTRY CLUB
BUFFET SET-UP PROCEDURES

7.034 Set - Up Procedures (Buffet)

1. Set Up decaf and regular coffee and hot water
2. Prepare iced tea
3. Check buffet and banquet round set-up sheet
4. Fill water glasses with ice and water
5. Set water glass at each place setting above the butter knife
6. 30 minutes before guest arrival fill chafing dishes with 2 pitcher of hot water
7. Count plates on buffet. Make sure that there is enough for the number of guest in the party.
8. Light sternos 15 minute before service.
9. Check with supervisor if event is still on time.
10. Communicate with kitchen.
11. Cold food may be taken out 10 minutes before serving time.
12. Hot food must be out on time (check function sheet for serving time).
13. Once all the food is out remove all chafing lids and take them in the kitchen.
14. Supervisor will let the host/hostess of function know the buffet is ready.
15. When the food on buffet runs low, refill. Let kitchen know what food your replenishing. (This should help prevent running out.)
16. When plates run low replace.
17. Buffet should stay out for 1-½ hrs.
18. Left over food from buffet ***may not*** be taken off premises.
19. Watch the rounds, if any guests have empty/dirty plates or empty glasses in front of them please clear.
20. Ask guests if they would like their water glasses and coffee refilled.
21. If setting rounds for golf outings set two dinner plates with a square folded napkin on each in center of round side by side. Set a pitcher of ice water on one and iced tea on the other. Also, place a carafe of regular and decaf on each round. Set water glasses upside down at each place setting.

Approved:	8/4/03	T.LaFrenere
Revised:	12/1/17	Brian Bechtold Director of Golf Operations
Revised:		

HOFFMAN ESTATES PARK DISTRICT
BRIDGES OF POPLAR CREEK COUNTRY CLUB
SCHEDULING AND CALLING OFF PROCEDURE

7.035 Scheduling and Calling Off Procedure

A. A scheduled shift is a shift that has been scheduled by a supervisor in written form. The schedule is posted the Thursday before the scheduled week. This schedule is created by the supervisor according to the needs of Bridges of Poplar Creek Country Club and using the availability of the employee. A schedule shift may also be a verbal request from the supervisor in agreement with the employee where timing and event changes have deemed it necessary. The supervisor may require an employee to adjust his or her schedule at the convenience of BPCCC.
B. At the posting of the written schedule, the schedule is considered final and with the verbal schedule the agreement between the supervisor and employee, the schedule is considered final.

    1) The responsibility of the supervisor is to contact the employee if any changes happen to the schedule. The supervisor is responsible for the maintaining budgets and if the event reduces in numbers, the supervisor needs to reduce staff.
    2) The responsibility of the employee is to maintain the schedule as posted and to assist the supervisor in the execution and set-up of the event in a cost effective manner. As well, as adapt to changes in the schedule were its feasible.

C. If the employee needs to call off a scheduled shift he/she must give notice by phone at least 4 working hours prior to shift in the case of illness or 24 hours before shift in the case of any other unforeseen circumstances. Supervisor may ask for verification
D. Requesting a day off must be in written form 2 weeks before the posting of the schedule.
E. No Show/No Call is when an employee neither shows up for a schedule shift nor calls the supervisor. (See above for procedure)
F. Failure to following procedure will require the supervisor to use appropriate discipline and coaching sessions

    a. The first no show no call = Written warning attached to your file. With coaching session
    b. The second no show no call = Written warning, possible suspension or Termination pending investigation
    c. The third no show no call = Immediate suspension and termination pending investigation.

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

G. A coaching session is an opportunity for the supervisor to effectively communicate to the employee the effect failing to follow this and other procedures may have on the employee, the supervisor and fellow staff members. In addition, give the employee an opportunity to improve status of employment.

Approved: 8/4/03 T. LaFrenere, Director

Revised: 4/30/13 Brian Bechtold General Manager/ Head Golf Pro

Revised: 5/1/13 D. Bostrom, Executive Director

HOFFMAN ESTATES PARK DISTRICT
BRIDGES OF POPLAR CREEK COUNTRY CLUB
PROCEDURES FOR AVOIDING OVER-SERVING ALCOHOL

7.036 Avoiding Over-Serving Alcohol

A. To help prevent possibility of liability, Every Beverage Staff member must be aware of how much alcohol beverage you serve to a patron as well as the possible amount consumed by patron before you serve them.
B. You Are in Control and you must stay in control of the amount of alcohol you serve to a patron!
C. Adhere to the two-drink limit per patron per sell rule!
D. You have many options when serving a patron you think may have had over-consumed alcohol or is consuming alcohol too rapidly.
E. Refusing to serve (politely), "I'm sorry sir I cannot serve you anymore tonight!"
F. Ignore and serve others delaying service.
G. Offer coffee or soda (free).
H. Ask his friend to help divert attention.
I. Call manager to help.
J. The possibility that you, personally, can be held responsible if someone over served is a real.
K. Put as much good judgment between you and the possible tragedy of a drunk driver doing damage.
L. Do not hesitate calling a taxi or Uber
M. Do not hesitate calling the Police if a guest is unruly.

Approved: 8/4/03 T. LaFrenere, Director

Revised: 3/14/2017 B. Bechtold Director of Golf Operations

Revised: ____________ ____________________

HOFFMAN ESTATES PARK DISTRICT
BRIDGES OF POPLAR CREEK COUNTRY CLUB
HALFWAY HOUSE OPENING PROCEDURES

7.037 Halfway House Opening Procedures

1) Opening the Halfway House
2) Pick up key to door for halfway house in ProShop.
3) Check Mail Box for outings or special events
4) Contracted outing with beverage/ lunch tickets (see Lunch and Beverage ticket redemption procedure).
5) Contracted outings on tab basis
   i) Use Halfway House tally sheet
   ii) Fill out top portion with your name, date and name of function.
   iii) Mark each item as they're being sold
   iv) At the end of outing tally totals of each item in each column
   v) Add totals for balance
   vi) Place tally sheet in your shift end drop.
6) Cash drawer
   i) Morning shift will go to their cash register for bank drawer of $200.00. (Cashier shift opening procedure)
   ii) Log in on computer (cashier shift opening procedure)
7) Refilling stock
   i) First thing every morning, the kitchen crew will put the inventory amounts requested of each item in the refrigerator marked half way house, in main kitchen. The Halfway House will be responsible for pick-up as follows:
   ii) Go to the refrigerator marked Halfway House and fill inventory
   iii) If additional items are needed during your shift, follow same procedure.
   iv) At the end of your shift hand sheet to the mid shift person
   v) Under no circumstances, shall stale products be sold to our guests.
   vi) Paper goods are stocked downstairs in basement on shelves.
   vii) If stock is low, please notify a supervisor to reorder.
8) Check expiration dates on products
9) Open window, wipe down counter, and put out sugar, stirrers, napkins and straws
10) Make sure drain on steam table is closed. Fill with water up to line and turn on.

11) Get all needed utensils while in kitchen
12) Bratwurst, hot dogs and other food should be ready by 7:30 AM unless other wise specified
13) Check all machines and make sure all are clean and in proper working order.

Approval Date: 8/4/03 T. LaFrenere, Director

Revision Date: 4/30/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

Hoffman Estates Park District
Bridges of Poplar Creek Country Club
Halfway House Closing Procedures

7.038 Halfway House Closing Procedures

A Closing the Halfway House

1) Restock all beverages “water, PowerAde and beer”
2) Check all disposables
3) Clean and sanitize outside counter with liquid bleach/water and soap.
4) Bring everything inside.
5) Check to see if any kitchen inventory needs to be replenished for the next day.
6) Check freshness of the condiments. If restocking is needed,
7) Pull down window and lock.
8) Turn off steam table one hour before close.
9) Pour grease from hot dogs and bratwurst in sink.
10) Drain water and pour a bucket of clean ice in it.
11) Cooked items not sold should be disposed of as follows:
    i) Brats no more than **one** day.
    ii) Hot Dogs **same** day.
    iii) Deli Sandwiches are kept for **two** days only
12) Bring covers, pan, utensils to kitchen to clean
13) Clean and sanitize pop machines, register, napkin holders
14) Make sure all appliances are off
15) Close out shift. (See procedure). Your bank bag should always be left with $200.00 bank. All remaining cash should be placed in a deposit envelope with end of shift report and any Food/Bev tickets. Drop in safe in front office.
16) Sign all paperwork and write the amount of cash you are turning on your daily sheet.
    i) Copy all sheets to F&B mailbox.
17) Lock entrance door in Halfway House. Return key to ProShop.
    i) Under **no** circumstance is the key to go home with you
    ii) Take envelope to office and drop in safe.

Approval Date: 8/4/03 T. LaFrenere, Director

Revision Date: 4/29/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 D. Bostrom, Executive Director

Hoffman Estates Park District
Poplar Creek Country Club
Procedures for Staff End of Shift Procedure

7.039 Staff End of Shift Procedure

- Notify on-duty supervisor when you are finished with your shift.

Approved:	8/4/03	T.LaFrenere
Revised:		
Revised:		

7.041 Quick Interview Procedure

- A Quick Interview Sheet helps to facilitate the initial contact with an applicant. Attached You will find a copy of the Quick Interview Sheet.
    - Fill in the Date and the Job Appling for.
    - FIR (First Impression Rating) 10 being excellent and 1 being would not hire. Please rate on appearance, presence, and articulation. Also notice the application and if it completely filled out.
    - Be familiar with the question so that it seems natural when you ask them.
    - The final question is answered by you after the quick interview.
- When the applicant comes in the receptionist will first give the applicant and application, clipboard and pen to fill out the application.
- When the applicant is finished the receptionist will then attach the Quick Interview Sheet to the application and get the next available manager to do the Quick Interview.

Quick Interview Sheet

Date __________ **Job Title** __________

FIR 10 9 8 7 6 5 4 3 2 1

Past Customer Service Experience __________

____

____

Where are Your Working Now __________

____

____

What is Your Availability __________

____

When do You Go Back to School __________

____

Thoughts? After the Quick Interview __________

____

Approved: 8/4/07 T. LaFrenere

Revised: __________ __________

Revised: __________ __________

Hoffman Estates Park District
Poplar creek Country Club
Filling out a Banquet Lead Sheet

7.042 Filling out a Banquet lead Sheet

1. Lead sheet are to be use **every time** a prospective event is inquired upon and a Menu package is mailed out or faxed to a potential Client.
2. Please fill out **all** information asked for. (The more info the better we can use the information gathered).
3. When finished gathering information give Lead Sheet to the Receptionist or Sales Assistant for mailing or Faxing
4. After processing, a copy is given to the originator of the Lead Sheet and the original is filled for future reference.

Date: ______________
Who Sent Out: ______________

BANQUET LEAD SHEET

HOW DID YOU HEAR ABOUT US?

___ Wedding Pages (BM)
___ Chicago Wedding (BM)
___ Chicago Bride (BM)
___ Sprint (PH)
___ Yellow Pages (PH)
___ Ameritech (PH)
___ Brochure
___ Web Site (WS)
___ Referral (RL)
___ Previous Event (PE)
___ Other

PLEASE SEND:

___ Wedding lead letter w/ wedding brochure
___ Banquet lead letter w/ banquet brochure
___ Jill's Business Card
___ Darin's Business Card
___ Jackie's Business Card

TYPE OF FUNCTION

___ Wedding
___ Social: _________________________________
___ Corporate: ______________________________

CONTACT PERSON (S) ____

ADDRESS ____

CITY ______________________ STATE ______________ ZIP CODE ___________

HOME # ____________________ BUSINESS # __________________ FAX # ____________

EMAIL ADDRESS ____

FUNCTION DAY/ DATE ____________________ # OF GUESTS __________________

BANQUET ROOM _________________________ START/END TIME ______________

MENU ____

____

BAR ______________________________ BUDGET PER PERSON ______________________

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
BRIDGES OF POPLAR CREEK COUNTRY CLUB
CASHIER PROCEDURE IN THE EVENT OF POWER SHUTDOWN

7.043 <u>Cashier Procedure In The Event Of Power Shutdown</u>

A First step in the event power shutdown
 1) Shutdown equipment to reduce drain on equipment when power resume
 2) Use numbered tickets for combined food and beverage orders and tally beverage only orders
 3) Secure all tickets and tally sheet to be processed later when power resumes

B Process all tickets and tally sheet on the same computer

C Credit Card at shift end
 1) Credit card settlement procedure.

D End of Shift
 1) Follow cashier-closing procedure on computer
 2) Make sure you leave drawer at ($200.00).

E Your cash to be deposited, checks, credit card slips, redeemed golf certificates, Tally sheet, tickets during power outage and computer ticket is inserted in envelope. Placed in drop safe

Approval Date: _______8/4/03__________ _____LaFrenere___________________

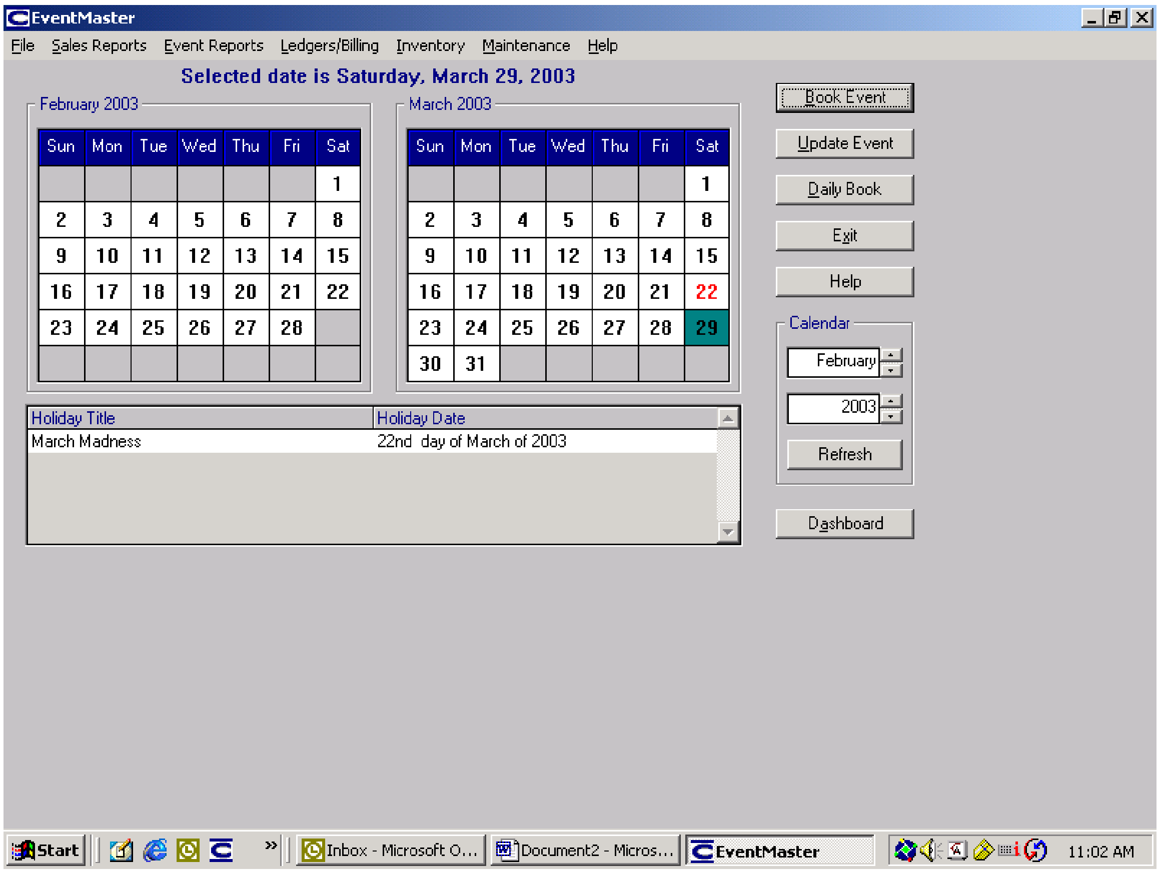
Revision Date: ______5/1/13____________ _D. Bostrom, Ex Dir_______________

Revision Date: _________________________ _________________________________

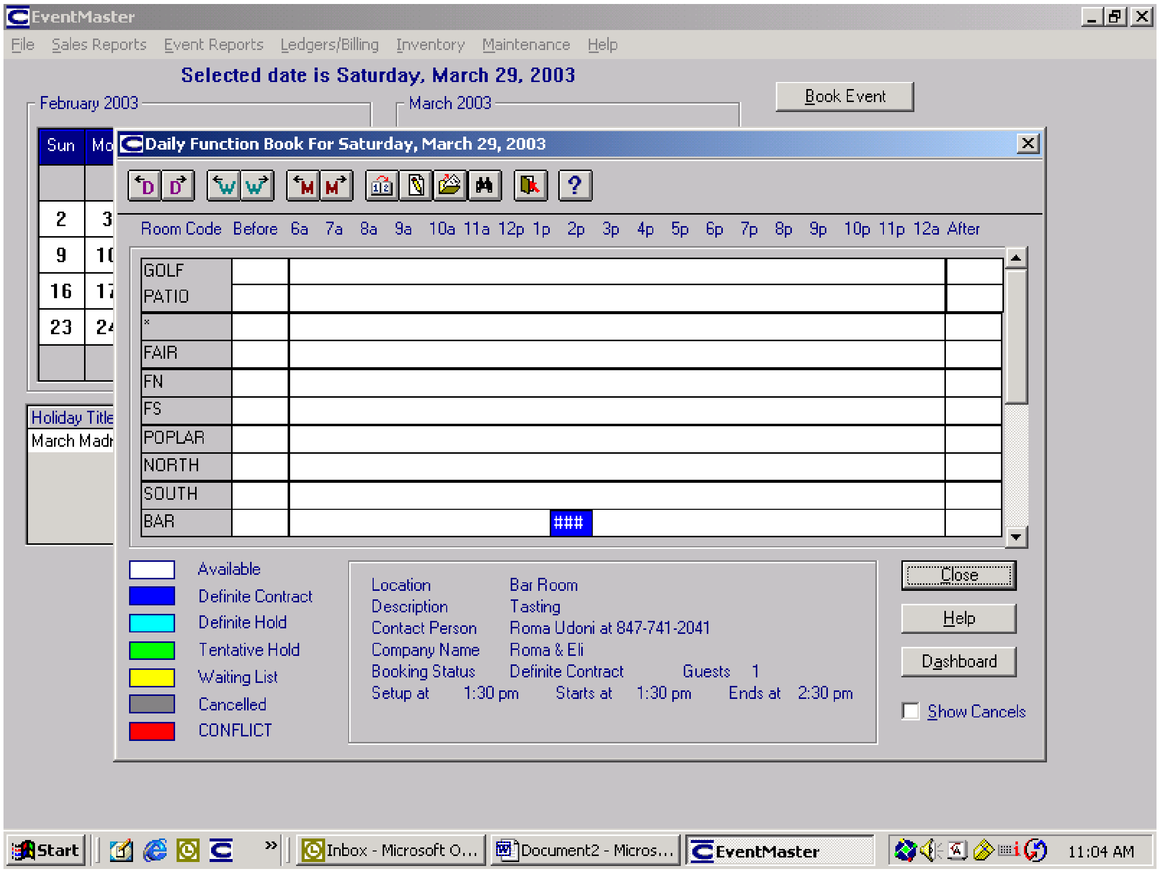
DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

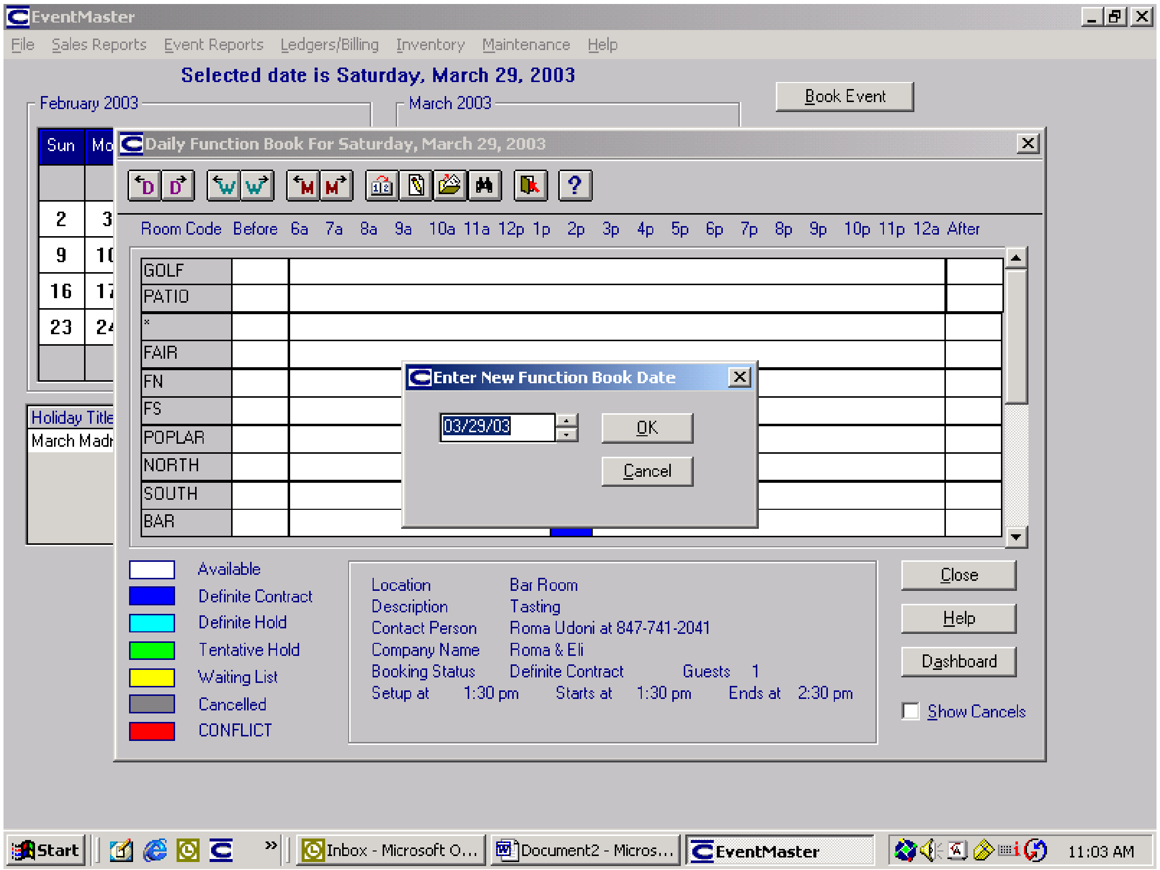
7.044 <u>Checking Availability (Eventmaster Training)</u>



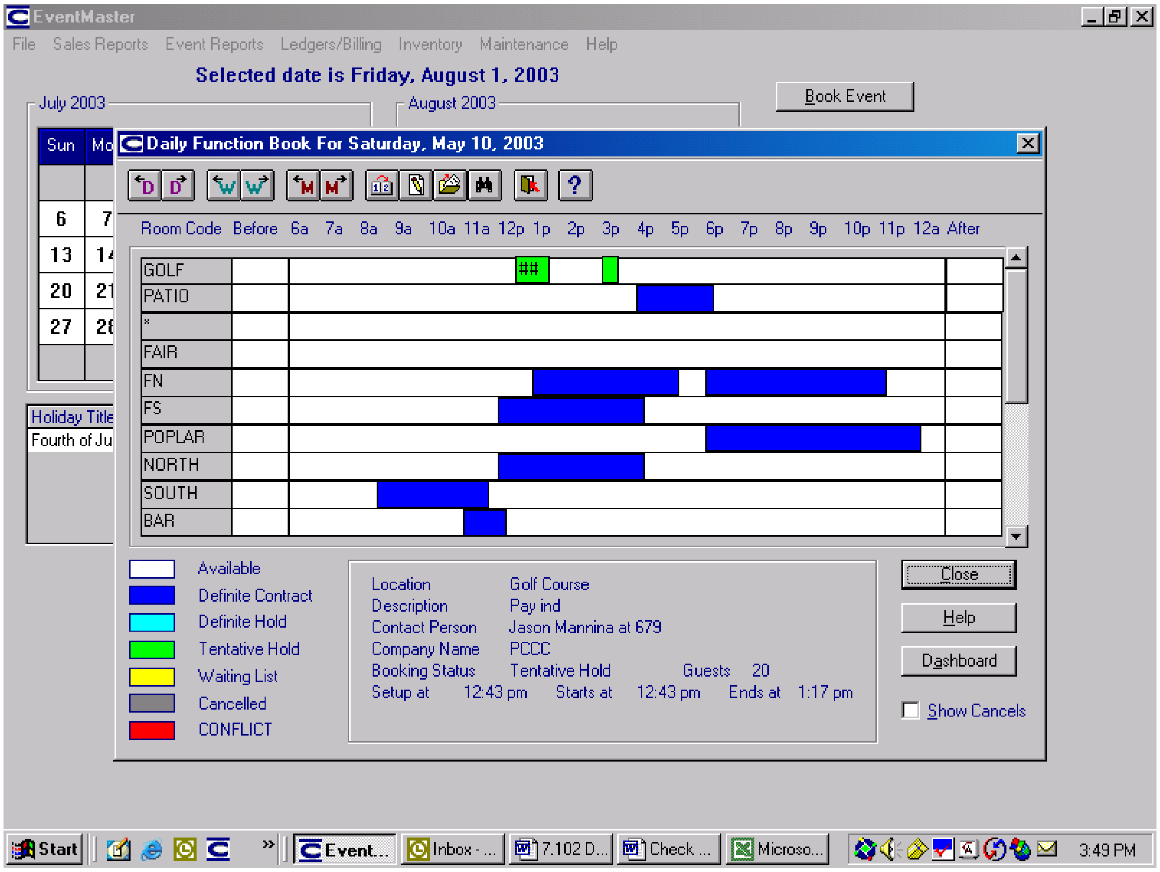
1. Click on the Daily Book.
2. Next screen will appear.



1. This screen shows that on this date (March 29th, 2003) there is one event. A tasting in the Bar at 1:30pm
2. To jump to another date click on the 7th button from the left (the 1 and 2)



1. Enter Date, and click OK (date can be entered in a 6 digit number…030103 = March 1st, 2003)
2. For a further test, Enter and Click on May 10th, 2003



1. This screen shows a different story.
2. Test, Can we book a dinner party for 40pp on this date
3. Answer, Yes in the Fairway South Room after 5:00pm

Approved:	8/4/07	T. LaFrenerer
Revised:		
Revised:		

Bridges of Poplar Creek Country Club
Utility Interruption Response Procedure

7.046 Utility Interruption Response Procedure

A. In response to any interruption of utility services including but not limited to telephone, electric, natural gas, and water the following steps must be taken to insure minimal impact to our guests as well as to the equipment located on premise.

1. Staff must determine which utilities are being affected and notify a manager immediately.
2. Each department must then implement their checklist and notify the manager once completed.

B. The Manager will notify the appropriate utility companies, the police or fire department if necessary, the IT department (Lynne or Craig), and any other staff who may be able to expedite resumption of service.

Bridges Poplar Creek Country Club Emergency Call List			
Company	**Utility**	**Phone Number**	**Account Number**
Fire Department-Emergency		911	Give Address
Fire Department-Non Emergency		847-882-2138	Give Address
Police Department-Emergency		911	Give Address
Police Department-Non Emergency		847-882-1818	Give Address
SBC Repair Service	Telephone	1-888-611-4466	847 884-8247 210 2
Com Ed	Electricity	1-800-334-7661	429231005
NiCor	Natural Gas	1-888-642-6748	Peoples Energy End User
Village of Hoffman Estates	Water	847-882-9100	Give Address
ADT	Alarm	847-870-7995	Circuit #5CSNC734440, Panel 6530
Park District IT Department	Call Lynne or Craig		

C. The Maintenance staff will shut down all major equipment throughout the facility at the circuit breakers or isolation boxes, and inform all departments of situation.

D. The Kitchen staff will turn off all kitchen equipment and begin preparing alternate menu items if needed.

E. The Pro Shop staff will shut down all computer equipment, including the driving range, halfway house, and pro shop office computers and monitors if possible.

Approved	11/21/03	T. LaFrenere, Director
Revised:	4/30/13	B. Bechtold, GM/Golf Pro
Revised:	5/1/13	D. Bostrom, Executive Director

DRB/JA (IT) 3/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Bridges of Poplar Creek Country Club Equipment Loan

7.047 Poplar Creek Equipment on Loan

A. For purposes of this procedure, all items Borrowed from Bridges of Poplar Creek will be known as Equipment (A/V, Linen, Tables Chafing Dishes, Platters Bowls. This refers to all items except items that are accompanied with a Catered Event.

1. Items that are borrowed will be the borrower's responsibility for pick up and return.
2. All items catered will be Bridges of Poplar Creek's drop-off and pick-up responsibility.
3. There will be a packing slip from both borrowed and catered items. This packing slip must remain with the equipment from the time it leaves Bridges of Poplar Creek to the time it returns to Bridges of Poplar Creek.
4. A maintenance staff member will be responsible for both signing out and signing in the equipment.
5. All equipment must flow through this process. The following people must be contacted to for permission to borrow any type of equipment (audio-visual, tables, etc.).

   a) Director of Golf Operations
   b) Sales & Catering Manager

Approval Date: 2/3/04 T. LaFrenere, Director

Revision Date: 12/1/17 Brian Bechtold Director of Golf Operations

Revision Date: 4/29/13 Brian Bechtold General Manager/Head Golf Pro

Revision Date: 5/1/13 Dean Bostrom, Executive Director

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Part Time Employee Facility Use and Privileges
At Bridges of Poplar Creek Country Club

7.048 Part-Time Employee Facility Use & Privileges

A. Part time employees of a district facility may receive complimentary usage of Bridges of Poplar Creek Country Club driving range and privileges with the facility manager's approval.

B. Hours of use must be coordinated with available times subject to the facility manager's approval.

C. Golf Rates are $9 for 9 holes and $18 for 18 holes with Cart

D. Any variance to this procedure needs approval of the Bridges of Poplar Creek Country Club Division Director.

E. See schedule.

Approval Date: 8/29/05 T. LaFrener

Revised Date: 12/1/2017 Brian Bechtold Director of Golf Operations.

Revised Date: ____________ ____________

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Poplar Creek Country Club
Handling Cash Drawer

7.104 Procedures for Handling Cash Drawer

A. Beginning Banquet Bar Shift
   1. Ask Coordinator for Bank Bag
   2. Count currency from bag. Make sure your starting with $200.00 bank.
   3. Place currency in tray.
   4. Follow cash bar procedures to begin bar service.
B. Ending Shift Banquet Bar
   1. Count back your drawer to $200.00 and insert in purple deposit bag.
   2. Give purple deposit bag to coordinator to put in safe.
   3. Place monies from sales and tally sheet in Envelope and place in drop safe.
C. Beginning of Shift Restaurant/Bar Shift
   1. Retrieve register key and open drawer
   2. Count currency and make sure you're your starting with $200.00 bank.
   3. Follow cashier shift opening computer procedures to begin sales.
D. End of Shift
   1. Follow cashier closing procedure on computer
   2. Make sure you leave drawer at ($200.00).
   3. Your cash to be deposited, checks, credit card slips, redeemed golf certificates, is inserted in envelope. Placed in drop safe
E. End of Evening Shift
   1. Follow Procedure (D)
   2. Credit card Settlement Procedure.

Approved:		
Revised:	5/1/13	D. Bostrom, Ex Dir
Revised:		

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Liquor Storage Rooms and Requisitions

7.105 Liquor Storage Room Keys

A. Management staff will be only staff permitted to have keys to liquor storage areas.
   1. Listed BPC managers and staff will have liquor room keys and are responsible for distribution of liquor, beer, and wine inventory.

   2. All bars and coolers at BPC will have par levels set.

   3. An empty liquor bottle must be given to a manager in order to be replaced.

   4. All coolers will be stocked at the beginning of each shift. A requisition sheet must be completed and handed to the manager on duty to be pulled from the storage areas.

   5. Beverage cart coolers will be stocked at the end of each shift. At the close of the day, if no manager is on duty, the closing employee in the pro shop must sign off on all products used to bring the coolers back to par levels.

   6. Weekly counts will be performed on all storage areas.

   7. Weekly sales reports will be compared to weekly inventory sheets to supplement the monthly inventory.

   8. A log sheet will be kept in the Food and Beverage Manager office to log any broken, damaged, or expired products.

   9. In case of emergency, keys will be kept in the pro shop safe. Keys are only allowed to be signed out if a member of management is not present. Keys must be signed out and verified by pro shop staff and returned and signed in once completed.

B. Proper ringing of sales of Liquor, Beer, and Wine
   1. All products must be rung into rectrac at the time of sale. Log sheets will only be permitted in areas where there is no computer, and must be entered in Rectrac at the end of the shift.

   2. All products must be rung into rectrac using the correct item and price. Any variance must have General Manager or Food and Beverage Manager approval prior to being entered into Rectrac.

3. Requisition sheet must be filled out prior to the beginning of special events. If a cash bar is used, all sales must be rung in at the time of the sale. Tally sales will not be acceptable.

C. Failure to follow this procedure will result in disciplinary action up to and including dismissal.

Approved: Brian Bechtold/Michael Chin Date: July 29, 2011

Revised: 5/1/13 Dean R. Bostrom, Ex Dir

DRB/BB 12/2017

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Pro-Shop Inventory Posting

7.106 <u>Pro-Shop Inventory Posting Procedure</u>

A. Posting Pro-Shop purchases to inventory.

1. Select Period End>POS>Inventory Posting.
2. Select Post Receiving
3. Select Invoice Balance
4. Enter the invoice from the vendor invoice, followed by the invoice subtotal, shipping cost, discount amount(enter as a negative number),and Vendor Number- which in RecTrac is the vendor name, and select process
5. Toggle STD to enter Pro shop inventory
6. Click in the number box and either do an opposite mouse click or hit F9 to pull up a pick list in RecTrac and find inventory number of the item on the vendor invoice. Add item
7. Enter the quantity of the item received, followed by the price of the item received being careful to enter the correct quantity in the correct field. Change the **Rec Post Date** field to the date the inventory was received/billed on the invoice. Enter any info. Necessary to clarify the posting in the Received comments field and select Process.
8. Repeat numbers 5-7 until the entire inventory on the invoice has been entered. When you are finished the **Inventory Left field** should have 0.00 left in it.
9. Select **Post Invoice** to add inventory to RecTrac.
10. Select **YES** to post invoice.
11. Select NO. You will then proceed to the original screen where you will print the posting journal.
12. Select **Print Journal**
13. Select Process to proceed to print screen.
14. The printed journal should then be attached to the vendor invoice and filed.
15. Select Post receiving Labels button, to print inventory stock labels at this time.
16. Submit one copy of posting Journal and vendors invoice to business department inventory control

B. Posting Pro-Shop inventory reductions.

1. Select Period End->POS->Inventory Posting->Standard->Post Reduction
2. Select inventory item
3. Enter quantity reduced
4. Enter reduction date
5. Enter reduction note, see example below
    a. Return to mfg-Taylor Made
6. Select create G/L entry
7. Enter reduction G/L code
    a. 805 = Balls
    b. 825 = Clubs
8. Enter reduction offset G/L code
    a. 800 = Balls

   b. 820 = Clubs
9. User and Drawer information should populate with users information
10. Enter pay code = 60, for inventory reductions
11. Select process to post
12. Select print journal posting
13. Submit one copy of journal posting to business supervisor with daily drawer
14. Submit one copy of journal posting along with manufacturer stock transfer report to the business department inventory control

C. Failure to adhere to this procedure will result in disciplinary action up to and including dismissal.

Approval Date: ___3/13/15___ __CTalsma/Deputy Director & ______
BBechtold/Director of Golf ______

Revision Date: _____________ _______________________________

HOFFMAN ESTATES PARK DISTRICT
Procedure for OSLAD Grant Funding

8.001 OSLAD Grand Funding:

A. Identify project to be funded
    1. Based on OSLAD funding requirements
    2. Community needs assessment
    3. Value to Community
B. Identify possible project components
C. Identify local matching funding source
D. Develop concept plan
E. Develop project detailed costs breakdown
F. Present project concept to Building and Grounds Committee and elected officials for project approval and utilization of grant source.
G. Hold Public Meeting to obtain public comment on proposed project
H. Fill out grant application
    1. Locate and/or identify required back-up information to be included as part of the grant submittal.
I. Prepare and have park board approve a resolution regarding the district's commitment to the project and grant process.
J. Prepare fin al presentation drawing and information for grant submittal.
K. Submit grant paperwork
L. If notified of being considered, present project in person to review committee in Springfield.
M. If awarded, attend grant administration instructional meeting.
N. If necessary, engage consultants to determine environmental and history impact of project.
O. Provide environmental and historical assessment signoffs to grant administrator
P. Provide playground plans for grant administrator signoffs.
Q. Bid Project. See bidding procedure # 8.004 (Document Creator) and #1023 (Support Staff).
    1. Insert OSLAD bidding requirements into HEPD boiler plat documents
R. Award project work according to district's procurement policy as outlined in the Policy Manual, Section 7.0 Fiscal Operation and Business Policies.
S. Provide OSLAD Grant Administrator quarterly status reports as required.
T. Maintain budget records for final OSLAD close-out package.
U. Request and conduct final completion visit by Grant Administrator.
V. Prepare final closeout paperwork for OSLAD grant.
W. Commission independent audit of grant project expenditures.
X. Forward grant final payout paperwork along with independent audit finding to grant administrator.

Approval Date: ___7/31/13 ________ _____G. Buczkowski, Director P&D__

Revision Date: ___________________ _________________________________

Reviewed DRB 1/2018

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT

8.002 Procedure for Annexation of Properties

A. <u>Annexation of Properties *with* Village Participation:</u>

1. Planning staff to meet or contact Village on a quarterly basis to inquire about potential properties being considered for annexation.
   a. If potential properties are being considered and negotiated with the Village planning staff, HEPD planning staff will request that the Park District be involved in process for the benefit of the park district.

2. Upon acceptance by the Village for annexation and upon execution of a Village Ordinance for annexation the Park District staff shall instruct legal counsel to prepare an ordinance for the Park District to annex into its boundary the same property which was annexed into the Village boundaries.

B. <u>Annexation of Properties *without* Village Participation:</u>

1. When the Park District is approached by a land owner or a body representing the ownership of property and is interested in annexing said property into the Hoffman Estates Park District, those negotiations shall be brought before the Park Board for consideration.

2. Should negotiations be successful and the annexation is to move forward, staff shall instruct Park District legal counsel to prepare an ordinance for the Park District to annex said property into its boundary as long as it is contiguous with its existing corporate boundary..

C. <u>Annexation of *all* Properties:</u>

1. The prepared ordinance for annexation shall be presented to the Park Board for their consideration and approval.

2. Upon execution of that ordinance the document shall be sent to legal counsel with the order to file said ordinance with the County Clerk's office.

3. Staff shall follow up with legal counsel on a monthly basis until such time that staff receives a written notice that the document has been received by the County.

4. Once notice of receipt has been received staff shall, within six weeks, check via tax maps to verify that said property has been actually added to the Park District corporate boundary. Staff shall continue to check until the property has in fact been added to the district.

Approval Date: ______7/2015__ ___GTB, Director of Planning & Development_

Revision Date: _______________ ____

Revision Date: _______________ ____

Reviewed: DRB 1/2018

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for ADA Complaint

8.003 Complaint Procedure:

The Hoffman Estates Park District has adopted an internal compliant procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the ADA regulation regarding service and facility access for people with disabilities. No otherwise qualified person with a disability shall, solely by reason of disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in Hoffman Estates Park District or its affiliates programs or activities.

Complaints should be addressed to: Gary Buczkowski, ADA Compliance Officer, at the Hoffman Estates Park District 1685 W. Higgins Road Hoffman Estates Illinois, 60169, 847-310-3606.

1. A complaint should be filed in writing, contain the name and address of the complainant, and describe the nature and the date of the problem with regard to recreation access and inclusion. The complaint must be signed by the complainant or by someone legally authorized to do so on his or her behalf.

2. A complaint should be submitted to HEPD within 30 calendar days after the complainant becomes aware of the situation at issue, so that HEPD may take prompt steps to investigate.

3. The ADA Compliance Officer, and/or other appropriate District representative(s) appointed by the Compliance officer, will meet with the complainant no later than 10 days after receipt of the complaint. An investigation, if needed or if appropriate, may follow the meeting. The investigation shall be conducted by the ADA Compliance Officer and/or other appropriate District representative(s).appointed by the Compliance office. A letter or email acknowledging the complaint, which includes a description of the resolution to the complaint, if any, shall be issued by the ADA Compliance Officer as soon as is possible, but no later than 30 days after its filing. A copy shall be provided to the complainant at the time of issue.

4. The ADA Compliance Officer Coordinator shall maintain the files and records relating to the complaints filed.

5. The right of a person to file a complaint under this procedure shall not affect the complainant's right to pursue other remedies such as filing of a complaint with the Department of Justice or other federal agencies with jurisdiction.

Approval Date: ___11/17/15________ _____G. Buczkowski, Director P&D__

Revision Date: ____________________ ___________________________________

Reviewed: DRB 1/2018
Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Procedure for Processing Bids for the district

8.004 Processing Bids:

A. Identify project to be bid and determine if it is a:
   1. SUPPLY (Purchase of goods only to be delivered to HEParks)
   2. SUPPLY AND INSTALL (Purchase of goods to be delivered along with the installation of the item)

B. SUPPLY
   1. See Blank Bid Folder on S/Drive for SUPPLY
      i. In SUPPLY BID DOCS it may not be required to provide a BID GUARANTEE/BOND of 5% unless the purchase price is over $10,000. (Item 5A of page 6 Specs Doc and Page 3 of Supply Form of Proposal). Items can be marked N/A
      ii. In SUPPLY OF BID DOCS it is not necessary to provide a Payment and Performance Bond
   2. Complete all information with regard to:
      i. Name of Project
      ii. Date and Time of Bid Opening
      iii. Contact information for person in charge of particular Bid
      iv. Most current Prevailing Wage ordinance (Page 4 Bid Specs)
      v. Dates for Committee/Board Approval, Contract Award, etc.
      vi. Specification of Equipment/Item to be Supplied
   3. Create Admin File to include and be housed with the Admin Bid Files at TC Admin office area:
      i. Bid Specs Form
      ii. Bid Proposal Form
      iii. Bid Notice
      iv. Any additional information and/or diagrams
      v. Vendors to be contacted
   4. Bid Notice
      i. Send to Daily Herald 10 days prior to opening. Cannot count both the day published and the day opened in the 10 day count.
      ii. Send to Bid Tools on day of Daily Herald Publication
   5. Web Site
      i. Have Bid Spec, Form of Proposal, Additional Information posted on website prior to or on the day of Daily Herald Publication.
   6. Opening
      i. Bids must be opened at advertised date and time and publicly read aloud.
      ii. Results chart should be created from the bid opening information and posted on the website the day of opening
   7. Approval

i. Lowest qualified bid should be forwarded to appropriate Committee and Board for approval prior to confirming bid award and creation of PO.

C. SUPPLY AND INSTALLATION

1. See Blank Bid Folder on S/Drive for SUPPLY AND INSTALLATION
    - i. In SUPPLY & INSTALLATION BID DOCS it is required to provide a BID GUARANTEE/BOND of 5% in order to have the Proposal accepted. (Item 5A of page 6 Specs Doc)
    - ii. In SUPPLY AND INSTALLATION OF BID DOCS it is necessary to provide a Payment and Performance Bond (Item 5C Page 6 Specs Doc)
    - iii. In SUPPLY AND INSTALLATION OF BID DOCS it may be necessary to have the vendor secure a license from the Village of Hoffman Estates and permits to proceed with work.
2. Complete all information with regard to:
    - i. Name of Project
    - ii. Date and Time of Bid Opening
    - iii. Contact information for person in charge of particular Bid
    - iv. Most current Prevailing Wage ordinance (Page 4 Bid Specs)
    - v. Dates for Committee/Board Approval, Contract Award, etc.
    - vi. Specification of Equipment/Item to be Supplied
3. Create Admin File to include and be housed with the Admin Bid Files at TC Admin office area:
    - i. Bid Specs Form
    - ii. Bid Proposal Form
    - iii. Bid Notice
    - iv. Any additional information and/or diagrams
    - v. Vendors to be contacted
4. Bid Notice
    - i. Send to Daily Herald 10 days prior to opening. Cannot count both the day published and the day opened in the 10 day count.
    - ii. Send to Bid Tools on day of Daily Herald Publication
5. Web Site
    - i. Have Bid Spec, Form of Proposal, Additional Information posted on website prior to or on the day of Daily Herald Publication.
6. Opening
    - i. Bids must be opened at advertised date and time and publicly read aloud.
    - ii. Results chart should be created from the bid opening information and posted on the website the day of opening
7. Approval
    - i. Lowest qualified bid should be forwarded to appropriate Committee and Board for approval prior to confirming bid award and creation of PO.
8. OSLAD GRANT
    - i. Additional information required for OSLAD Grant – See Grant Instructions and Procedure 8.001 in Procedure Manual
    - ii. See Special Bid Notice for OSLAD Grant in Blank Bid Doc File

Approval Date: ___1/2018 ______ _____G. Buczkowski, Director P&D__

Revision Date: ____________________ ___________________________________

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center Membership Activation Procedure

10.001 PSSWC Membership Activation Procedure

The purpose of this procedure is to outline how to establish a new member; including completing the application, establishing the first monthly billing amount, data entry and issuing a photo ID.

A. All applications require the following:
   1. Household # on application.
   2. Signature of Member Services Associate selling membership.
   3. Payment (if cash or check) or receipt (if credit card) should be attached to the application and submitted with the cash journal at the conclusion of the associate's shift.
   4. Member needs to complete/supply all information and sign application. This includes the front bottom signature and date boxes for credit card / check authorization if appropriate (or attach and sign the Cash Pay Membership agreement form for cash payment), and the back side Member and/or Additional Family Member signature and date boxes.
   5. All household members covered by the application, present at the time of application initiation must sign the application.
      a. **If additional household member is not present at application activation, staff selling application must make a copy of the application and place it in will-call at the Service Desk for signature. Forward the original application to the business department. For the copy in will-call, leave the first 6 digits and last 2 digits of the credit card number and expiration month and year visible if the payment type is credit card, and black out the remaining (middle) credit card digits and the security code (CVV) with black pen and then black marker, ensuring the digits cannot be read. When the member comes in to have his/her photo taken, staff should have him/her sign the application copy. This copy should be submitted with the cash journal.**

~~B.~~ Clients applying for a "couple" membership will be defined as members of the same household related by marriage or civil union, by blood relation, or who are dependent upon each other.
   1. One method of billing is required for couple memberships.
   2. Must present ID to verify same address.

C. All PSSWC passes will be billed on or about the 5th of each month.

D. New members when completing their application will pay the following:
   1. Appropriate initiation fee, as per designated current enrollment promotion.
   2. Prorated monthly fee bringing them to the next billing cycle, i.e.
      a. Even though the billing is performed on or about the 5th, the billing period is the first through the end of the month.

b. Take the monthly fee divided by 30 multiplied by the number of days remaining in the month, calculating all months based on 30 days.
c. **Anyone signing up after the 1st of the month will not make the billing cycle for that month and should be charged for their appropriate dues at application signing**. EFT billing begins the following billing cycle.
d. Note any comments, considerations, and discounts with proper approval.

E. New members must supply either a credit card or checking/saving account information for direct debit (EFT), sign a Cash Pay membership Agreement form, or pre-pay the entire year and receive a 10% discount on dues only.

F. Changing pass type and/or adding household members.
1. If a member chooses to change their type of pass they need to:
   a. Complete a new ~~contract~~ application.
   b. Denote and obtain signature authorization to increase/decrease their monthly fee.
   c. Complete a Member Status Change (Transfer) Form.
   d. Staple all together and submit with cash journal.
2. If a member chooses to add a household member to their application, they need to:
   a. Complete a new application and collect appropriate fees if applicable.
   b. Have additional member sign the application.
   c. Denote and obtain signature authorization to increase/decrease their monthly fee.
   d. Complete a Member Status Change (Transfer) Form.
   e. Staple all together and submit with cash journal.

G. Enter into RecTrac
1. Through the 'hot button' Pass Registration or through the drop down menu (Daily->Pass->Pass Registration) enter the first letters of the household's last name (See attachment A).
   a. In order not to create duplicate households
      - Check the spelling of the last name
      - If you have the last name but the address is different question if the household has moved.
      - Check by home phone number
      - Check by family member (LAST NAME, FIRST NAME)
2. When you reach the appropriate household listing (See attachment B) highlight the name and choose 'select'.
3. If no household listing exists, select 'autonew'.
   a. Type in appropriate household information using upper and lower case. Be sure to review prior to selecting 'done'.
   b. Select appropriate 'resident status'.
   c. Select 'done'.

d. You will be prompted with 'no family members exist', select 'yes' to add.
e. Family member #1, is the same as the person entered to create the household.
f. Status should be selected as 'active'.
g. Select appropriate gender.
h. Select 'resident' or 'non-resident'.
i. Enter birthday, this information is necessary.
j. Select 'done'.
k. Additional family member can be added by selecting 'new'.

4. On the daily processing screen (See attachment C) highlight the name of the family member on the left.
   - You can update family information (spelling errors, wrong birth dates, wrong gender by selecting 'update' under the family member section.
   - You can add new family members not listed by selecting 'new'.
   - Make sure family members do not already exist by scrolling down the list of members with the down arrow. Only four members are available at a time on this window. If there are five or more family members, not all show.
5. In the pass registration screen type in pass type under pass selection. Using the arrow in the type box will provide a 'pick list' for you to choose an appropriate pass type if you are in doubt.
6. Hit 'enter' on the keyboard to automatically fill in the member date, expiration date, and future expiration date and standard fees. **As these dates are critical, all contracts must be entered as they are sold.**
   - If all fees are correct, choose 'select' under the pass selection to move the pass type and cost to the current transaction listing allowing you to choose another family member and pass type.
   - If you need to adjust the standard fees (discounts for initiation or other authorized discounts) select 'fees' and see 10.003 PSSWC Discount Procedure and choose 'ok' when you have entered the correct discount amount.
     - Be sure to "Note" the specific corporation if selling a corp pass.
7. When you have completed selling all passes, choose 'payment' and see Attachment E.
   a. Enter new amount paid.
   b. 'Total paid' should equal amount paid.
   c. Enter 'pay code'
      - 1 = check
      - 2 = cash
      - 3 = credit card
   d. Tab to 'pay ref 1' and indicate type of enrollment, ie. 'initial plus 1 month' or 'initial plus 3 mos' or 'initial plus 12 mos', etc…
   e. 'Pay ref 2' should be used to note check number if paid by check.
8. If the customer is paying by credit card, simply swipe card at the 'swipe screen prompt'. If the card is not available, select 'enter' to manually record information.
   - VI Visa

- MC Mastercard
- AX American Express
- DI Discover

9. Select ‘print’ to print a receipt of your transaction for the customer.

H. Issuing a photo ID in RecTrac.

1. Check to see that ID card stock is in the machine.
2. .Select “Reports” at the bottom of the screen, select the “Pass” pull down menu, and the “Quick Pass Print” pass sub-menu.
3. Enter the household name or number and hit “return”.
4. Highlight member to print
   a. If more than passes appear for the same member, select the second pass. To do this, double click the first pass, and skip will appear next to the name in the print pass column. The pass you want to print should say print next to the name.
5. Select “Print”.

I. To test the pass in RecTrac

1. Select ‘daily at the bottom of the screen
2. Select ‘visit check in’
   a. OK
   b. Swipe card and verify information
   c. If more than 1 pass appears, click on the appropriate pass.

Approval Date: May 7, 2001 _______GRepede__________________

Revision Date: October 15, 2001 ________GRepede___________________

Revision Date: February 16, 2018 MKies, Director of Recreation & Facilities

Reviewed 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center
New Member Billing Set-Up Procedure

10.002 Member Billing Set-Up

The purpose of this procedure is to outline the necessary steps to ensure proper billing set-up of a new member.

A. Upon receipt of a new member application, verify the following:
   1. Complete application.
   2. Payment of enrollment fee (if applicable) and appropriate monthly fee
   3. Proper monthly billing information

B. Enter monthly payment information into RecTrac

   1. Select "File Maintenance" at bottom of screen
   2. Select "Pass"
      a. Select "Pass Member Maintenance"
      b. Enter member name (verify address)
   3. Select appropriate member
   4. Select a second time
   5. While in the first screen (Core Information - attachment A) verify the following:
      a. The current pass status should be **"active"**
      b. The original membership date will correspond to the date the contract information was entered in the computer.
      c. **The current membership date needs to reflect the date the contract was signed and membership began**.
      d. The current expiration date needs to reflect 12 months from the current membership date.
      e. Any special discounts or considerations should have already been noted in the comment screen. If not, enter those at this time.
   6. Select the **fees/changes** screen
   7. Select the **billing option** (attachment B)
      a. Do you want to set-up = **Yes**
      b. Billing option = **Auto Debit**
      c. Billing interval = **Monthly**
      d. First billing date = **the next billing cycle (or the date written in the contract, always the 5th of the month)**
      e. X Total Number of Bills = number of bills to bring Billing Exp. Date to 12/05/2025.
      f. Enter the-appropriate membership fees in the “Bill Amount” column for the membership code, and any locker code or other appropriate fee code noted on the contract. Hit “Next”.

g. Select the "Click Here to Set Up Auto-Debiting" button. Select either **Banking,-Credit Card, or No Auto-Debit – Installment Billing Only (cash pay option with signed Cash Pay Membership Agreement Form).**
   - If checking or savings, enter routing and account number directly below.
   - If credit card, information will be entered after completion of this screen.
   - When complete, select the "OK" button

h. Change initiation fee to zero. This must be done so that we do not bill member for initiation fee again on the next billing cycle.
i. Monthly fee needs to be changed to the appropriate monthly fee; the amount in the computer may be the prorated amount for the member's first partial month.
j. The bottom red box should equal the member's monthly fee.
k. If member is paying by credit card, select "**Credit Card ~~Info~~**" at top of the screen. Click on the "Get/Add Credit Card Info" button. Credit card input will appear. Select the "Add" button to add new credit card information, or click on the credit card in the list, and select "Select".
   - Select the appropriate card Type
     - ➢ VI Visa
     - ➢ MC MasterCard
     - ➢ DI Discover
     - ➢ AX American Express
   - Enter card number
   - Enter expiration date, selecting the Month from the pull down menu, and Year from the pull down Year menu.
   - Enter the security code in the Credit Card CVV/CVC input box.
   - Select "**Submit Payment**". This will update the member's information and return you to the previous screen.
l. Select "**OK**" and then "**Done**" and then "done". This will update the member completely and return you to the **Name Look-up Screen**.

Approval Date:	___11/08/01__	_______GRepede_________________
Revision Date:	2/16/18	MKies, Director Recreation & Facilities
Revision Date:	____________	______________________________________

Reviewed 2/2018

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center Discount Procedure

10.003 PSSWC Discount Procedure

The purpose of this procedure is to establish discount parameters. All discounts need to be noted on the application as well as in the computer and the duration of said discount.

A. Enrollment Fees
  1. Enrollment fee discounts will follow the current offered promotion or campaign that is running.
     a. All promotions/campaigns must be approved the PSS&WC General Manager of Sales & Operations and Director of Recreation & Facilities. Promotions will be forwarded to the Executive Director in advance of the launch.
     b. All promotions/campaigns must have a specified period of time and as such an expiration date.
  2. Enrollment fees may be waived at the discretion of the General Manager of Sales & Operations in the following instances:
     a. AthletiCo clients who have or are preparing to graduate from therapy completed at the PSS&WC clinic.
     b. Existing members of TC and WRC who are seeking to upgrade membership by enrolling at PSS&WC.
     c. Annual prepaid membership enrollments.
     d. Previous members of PSS&WC who cancelled due to medical reasons (supporting medical documentation required).
     e. Complimentary or short-term pass holders who are seeking full enrollment.
     f. Clients who purchase a package of 3 (or more) of an ancillary service at the time of enrollment.
     g. Transfers from ‘single’ to ‘couple’ membership types as well as ‘junior’ enrollments and ‘single’ membership add-ons (to an existing ‘couple’ membership).
     h. Clients who are cancelling from and bound to a 30+ day notification at another fitness center/facility.
  3. Current participants of programs held at PSS&WC (swim lessons, climbing wall, tennis lessons, Sky High leagues, rentals/parties) or those who are currently enrolled in other HE Parks programs are eligible for a 10% discount on the currently advertised enrollment fee of the given month.
  4. Any enrollment fee discount other than those noted above must be approved by the Director of Recreation & Facilities and the General Manager of Sales & Operations prior to application acceptance.

B. Monthly Dues

1. An 8% discount (with $0 enrollment fee) is available to members who pre-pay for an entire year. Anyone pre-paying less than a full year does not qualify for the 8% discount.
2. Current month dues (prorated based on number of days remaining in current month) are due at the time of enrollment for all membership types including transfers from ‘single’ to ‘couple’ memberships and ‘junior’ enrollments.
3. Current month dues may be waived per the discretion of the General Manager of Sales & Operations no sooner than 10 days from the last date of each month.
4. Any monthly dues discount other than those specified above must be approved by the Director of Recreation & Facilities and the PSS&WC General Manager of Sales & Operations prior to application acceptance.

C. Re-instated members

1. Members who wish to re-instate their membership can be offered one of the following options. Whichever option is elected, a new application needs to be completed with complete notes. The option offered to the member is at the discretion of staff based on member history.
    a. Pay the monthly membership fees during the time they were cancelled to re-instate their membership.
    b. Pay a new enrollment fee.
    c. If the member left in good standing within the last four months, staff can offer to collect the vacation hold fee for billing months missed.
    d. The PSS&WC General Manager of Sales & Operations must approve any other reinstatement option other than those listed prior to application acceptance.

Approval Date:	11/8/01	GRepede, Director Recreation
Revision Date:	4/23/13	MKies, Director Rec/Facilities
Revision Date:	11/25/13	MKies, Director Rec/Facilities
Revision Date:	__2/20/17____	_MKies, Director/Rec Facilities ____

Hoffman Estates Park District
PSSWC Pass Suspension Procedure

10.004 PSSWC Pass Suspension Procedure

The purpose of this procedure is to outline when and how a pass is suspended. PSSWC passes that have been suspended will be reactivated consistent with the PSSWC Pass Suspension Activation Procedure. Upon pass payment denial, whether by credit card expiration date, payment denial, incorrect routing information, non pre-payment, etc… the members pass including all applicable family members will be suspended and the appropriate letter sent.

A. Pass Suspension Follow-Up Includes:

1. **Letter sent from the Member Services team to the suspended member(s).**
2. **Attempts will be made by the Member Services team (via email and phone) to contact the suspended member(s) until the status of the membership is determined, i.e., hold, cancel or payment.**
3. **For credit card payments, additional attempts with a qualified credit card to collect payment will be made. Payment will be processed within 24-hours after the member has agreed with the Member Services team or business department to complete the transaction.**

B. Suspended member(s) that are on the list three times or more within a one-year period will receive a letter requesting the member to change the payment method. If that payment is not received within 30 days of the receipt of the letter, the membership will be terminated.

C. Suspending in RecTrac Suspension can be due to dues non-payment, or requested by the member via Member Services for either medical hold ($0/month charge with a medical doctor note) or vacation hold ($10/month charge per member on hold, up to 4 months per year) on the Member Status Change form completing the Request for Hold and Reason for Request sections completely.

1. Select 'files' at the bottom of the screen.
2. Select 'pass' at the top of the screen.
3. Select 'pass member maintenance'.
4. Type the member name or pass number and enter to lookup.
5. Highlight correct member and 'select'.
6. Select appropriate pass.

~~7.~~ In the core information screen change current pass status to 'suspended'. The 'beginning suspension date' should match the billing cycle on which the payment was denied or not collected for dues non-payment, or the starting date of the medical or vacation hold. Enter the-appropriate ending suspension date. This will be "06/26/2066" for non-payment of dues, and will be the end date of either the requested medical or vacation hold suspension. Note: Vacation or Medical holds starting at the beginning of the month should be suspended AFTER the Superintendent of Business has completed monthly pass counts. Note: see procedure 10.000 Hold Procedure for detailed information.

8. Select 'done'.
9. Enter another member to start process again. If done, select 'exit' to return to main menu.

D. Entering the tickler in RecTrac

The tickler is a message that pops up on the computer once the members badge is swiped.

1. Select 'files' at the bottom of the screen.
2. Select 'pass' at the top of the screen.
3. Select 'household maintenance'.
4. Type the member name and enter.
5. Highlight correct member and 'select'.
6. Select 'next'.
7. Select 'next'.
8. Enter household tickler in blue box at the bottom right corner of the screen. An appropriate message would be – 'Suspended due to 02/05 bilg cycle non-pymt lmc 02/12/01' (your initials and the date you actually suspending and entering the information, attachment B).
9. Select 'done'.
10. Select 'name lookup' to start process again. If done, select 'exit' to return to main menu.

E. **Print a suspended member report to verify all passes have additional family members. This report should also be updated at least weekly, saved on the shared drive in the Membership "Suspension" folder ~~every Friday~~ and given to the service desk. The report will be periodically updated by the Member Services department**.

1. Select 'reports' at the bottom of the screen.
2. Select 'pass' at the top of the screen.
3. Select 'membership reports' from the drop down menu.
4. Select the 'member status report' option.
5. 'Beginning type' should be the first PS type pass available.
6. 'Ending type' should be the last PS type pass available.
7. Select membership status 'suspend'
8. Select 'details' at the bottom of the screen to give a date range.
9. Select 'print'
10. Select 'print'

F. Mail written suspended notification.

All suspended members are to receive written notification of pass suspension.

G. As the Member Services team and Service Desk teams collect payments for past due membership dues, updated billing information is provided simultaneously by the member and recorded on an EFT form; this EFT form is forwarded to the

Business Supervisor directly or secured in the administrative area safe for retrieval by the Business Supervisor on the next business day.

H. The Member Services team is permitted to accept updated billing information (for current pending dues owed or for future monthly dues charges) from members by phone, through fax or email, or by mail/in person. This updated billing information is recorded on an EFT form and forwarded to the Business Supervisor in a secure way as noted above.

Approval Date: ____11/08/01_____ _______G. Repede_________________

Revision Date: ____4/6/18_______ _MKies Director Rec/Fac; KBasile, Superintendent Facilities__________

Revision Date: _______________ ______________________________

Hoffman Estates Park District
PSSWC Pass Suspension Reactivation Procedure

10.005 PSSWC Pass Suspension Reactivation

The purpose of this procedure is to outline how a pass is reactivated once it has been suspended. PSSWC passes will be suspended in accordance with Procedure 10.004.

A. Upon presentation of a suspended pass, review the household tickler file. The tickler file will advise why this member's pass has been suspended. Typically a pass will be suspended for outstanding monthly fees due or incorrect payment information. Passes can also be suspended for a requested vacation or medical hold.

B. Once you have received the monies due, allow the member to resume usage of the club.

   a. the month and "Dues" along with your initials on the receipt reference line, and "EFT" is a new EFT is completed (check the household tickler to see if a new EFT is needed).
   b. Record that the monies or information needed have been received, and therefor the pass may be reactivated. Fill out and attach the receipt to a "Membership Additional Fees" colored form.(The Member Services team may submit 2 copies of the original payment receipt in lieu of the "Membership Additional Fees" form.)
   c. Date and initial the receipt.
   d. Advise the member that on the next business day that the office is open, their pass will be reactivated.
   e. Provide member with the original receipt, which will serve as a temporary pass.
   f. Submit the copy of the receipt and Membership Additional Fees completed form to the business supervisor along with your cash receipts journal.
   g. Upon confirmation that what caused the suspension has been received, the business supervisor will reactivate the pass.

C. Have the member complete an EFT Authorization form to ensure that future automatic payments are successful. Forward this form with your cash journal to the business department daily.

D. Member vacation and medical holds may be released early when requested by the member by a Member Services team member with a completed Member Status Change form and with the collection of any dues owed to end the requested hold early.

Approval Date:	____11/08/01_____	_______G. Repede_________________
Revision Date:	___4/9/18_________	_MKies/Dir Rec & Fac; KBasile, Super Fac
Revision Date:	_________________	_____________________________

Reviewed 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center Payment Reversal Procedure

10.006 PSSWC Payment Reversal Procedure

The purpose of this procedure is to detail the steps necessary to properly reverse a member's monthly payment that did not successfully process either by credit card denial or checking account NSF, etc…

A. RecTrac – The payment reversal process requires a special user logon. The user ID = REV, see your supervisor for the password. The date equals the billing date for credit cards or the date the bank notified us of a checking or saving payment denial.

1. Select 'daily' at the bottom of the screen.
2. Select 'global' in the upper left corner.
3. Select 'global payment reversal'.
4. Enter household number.
5. Deselect all modules and then select 'pass management' only. Click on 'OK'.
6. On pass management line, enter the amount of the reversal.
7. 'Reverse code' = 3 for credit card or 1 for ACH.
8. The dollar amount in the red box should match the amount of the payment being reversed.
9. "Reference #1' should reflect the payment being denied, i.e. '02/05 PYMT DENIED'.
10. Print statement and use this to proceed with suspension procedures, consistent with the PSSWC Pass Suspension Procedure.
11. Double click to select correct pass member.
12. Enter reversal fee amount.
13. Amount available to reverse in the red box should now be zero.
14. Select 'done'.
15. Amount left to reverse should be zero.
16. If correct, 'done'.

Approval Date: ____11/08/01_____ _______G. Repede_________________

Revised Date: ________________ ________________________________

Review Date: __5/11/18_______ _Under Review/Finance LMC

DRB/MK 5/2013

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone$_{TM}$ Sports & Wellness Center
Membership Cancellation Procedure

10.007 Prairie Stone Sports & Wellness Center Membership Cancellation Procedure

The primary purpose of this procedure is to establish guidelines on how to cancel a membership as it relates to the Prairie Stone$_{TM}$ Sports & Wellness Center.

1. If the member is present at PSS&WC please contact the Member Services Team.
2. If the member calls, transfer them to the Member Services team or contact the Manager on Duty (MOD) if the member service team is not in.
3. At that time The Member Service Team or MOD will discuss the reason for cancellation and opportunity to continue this membership. The member service department has the opportunity to offer one of the following proposals to keep the membership; in this order; on-hold status at 33% for financial assistance (if applicable) with club usage for a duration of three months, or 1 free month dues. If this does not change the status of this membership, please continue the cancellation process.
4. The Members Services Team or MOD will complete the PSS&WC cancellation form and execute the exit interest survey if agreeable by the departing member.
5. Once all the paper work is completed, all paperwork forwarded to the Business Supervisor.
6. Medical conditions or extenuating circumstances will be handled on an individual basis and approved by the PSS&WC General Manager of Sales & Operations.
    A. Cancellation by member request
        a. Member must provide 30 day written notice through the Member Services office.
        b. Any refunds of enrollment fees and/or monthly dues will be determined and calculated by the appropriate business staff at the facility and approved by the PSS&WC General Manager of Sales & Operations.

    B. Cancellation by PSS&WC request
        1. PSS&WC may request a membership cancellation due to non-payment or violation of terms and conditions (item #12 on application).
            a. Non-payment can be classified as failure to pay monthly installment invoices, NSF, incorrect credit card information.
            b. Non-payment needs to be 90 days old to proceed with cancellation request and be consistent with NSF Procedure, 1.219.

C. Processing the Cancellation and/or Refund

1. The Member Services team will work with the appropriate business staff at the facility to determine and calculate any refunds that may be due.
2. The appropriate business staff will receive approval for cancellation and refund from the PSS&WC General Manager of Sales & Operations.
    ~~a.~~ Cancellations will be logged on an offline spreadsheet on the S drive.
3. If a member cancels with balance of dues pending, a full Enrollment Fee is due at the time of re-enrollment.
4. For annual membership cancellations, no refund will be processed unless approved by the PSS&WC General Manager of Sales & Operations. Club cash may be issued or money refunded if the cancellation is due to medical reasons or relocation.
5. The business staff will keep cancelled files alphabetically, separate from current membership files.

Approval Date: ____11/08/01_____ _______G. Repede_________________

Revision Date: _4/9/18_____ MKies, Director Rec/Fac; KBasile, Super Fac____

Revision Date: ____________ __________________________________

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for PSS&WC
Broad Impact Billing Problems
Customer Service Response

10.008 Broad Impact Billing Problems – Customer Service Response

In the event of a billing problem that affects multiple members, well-organized and immediate action can save staff time; reduce customer dissatisfaction and aid in membership retention.

A. PSS&WC Administrative staff will be notified immediately when a billing error is discovered.

B. A letter of apology / explanation sent either by mail or via email by the PSS&WC General Manager of Sales & Operations is mailed to each affected member within 24 hours of the discovery of the occurrence.

C. A 24-hour billing problem telephone hotline is activated with twice-daily updates by the PSS&WC General Manager of Sales & Operations. The telephone number is included in the letter of apology / explanation.

D. Member Services and Service Desk team members receive twice-daily status reports along with a scripted response to members from the Prairie Stone Sports & Wellness Center sales manager.

E. Every effort is made to answer member telephone concerns within 12 hours of the original telephone call.

F. In the event administrative staff knows the only way to retain an extremely concerned member is by offering some type of financial inducement (i.e. free month dues), the PSS&WC General Manager of Sales & Operations is authorized to do so and will provide appropriate documentation to the billing department within 24 hours.

Approval Date:	____11/08/01_____	_______G. Repede_________________
Revision Date:	__4/9/16________	MKies,Dir Rec&Fac; KBasile, Super Fac_
Revision Date:	________________	__________________________________

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center
Procedure for Guest Tours

10.009 Prairie Stone Sports & Wellness Center Visitor Guest Tours

A. Every effort is made to encourage visitors guests to take a guided tour of the facility with a Member Services team member or an MOD (if a Member Services team member is unavailable). Self-guided tours are acceptable if neither a Member Services team member or MOD is available.
B. Prior to the tour, all guests must complete a guest registration waiver including name, address, date and how they learned about Prairie Stone Sports & Wellness Center.
C. At the conclusion of the tour, guests are given the opportunity to enroll as a member
D. Guest waivers for those who choose not to enroll following the tour are kept on file in the Member Services office and referenced as leads throughout the month.

Approval Date:	February 8, 2001	Greg Repede
Revision Date:	January 20, 2002	Dean R. Bostrom, Executive Director
Revision Date:	__4/25/13______	__MKies, Director Rec/Facilities ___
Revision Date:	4/9/18	MKies, Dir Rec/Fac; KBasile, Super Fac

Reviewed 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Prairie Stone Sports & Wellness Center Tour Script

1. Introduce yourself – name and role ***(I'm a part-time customer service staff.)***
2. Hand the visitor copies of our mission and goals. Say, ***"Briefly, here is our mission statement and our goals."***
3. In general, ask questions about what the visitor is interested in; tailor your presentation to those interests. Give the visitor lots of opportunities to speak and you carefully listen.
4. If questions come up that you cannot answer, write them down and promise to get answers at the conclusion of the tour. If you still can't find the answer, ask if you can call them later with the answer. (You need to ask them for their telephone number and a convenient time to phone them.)
5. At the conclusion of the tour, give them the information packet.

OUR MISSION

Our mission is to help our members achieve their health and fitness goals. These can include looking better, feeling better, reducing the risk of injury and illness, living a longer and healthier life and recovering from injury or illness.

OUR GOAL

Our goal is to provide:

- ♦ **the highest caliber professional staff**
- ♦ **personal attention**
- ♦ **an atmosphere that makes wellness enjoyable**
- ♦ **a beautiful facility with state-of-the-art programs and equipment**
- ♦ **reasonable prices – unmatched value**

CLIMBING WALL

This 40' climbing wall is our showpiece. It has different routes with different degrees of difficulty. The routes can be changed regularly to avoid members becoming bored. Members can climb during open climbing hours. There are classes, orientations and a system to certify climbers so they can use the wall even when supervisors are not on duty. Have you ever climbed a wall like this? (Talk about the experience, both yours and theirs, or just the fact that it can be very physically challenging and kind of scary until you get used to it.)

Hoffman Estates Park District
Procedure for Cleaning Rubber Floor

10.011 Cleaning Rubber Flooring – Weight Room

Equipment needed:

A. Vacuum
B. Mop and Bucket
C. Neutral Cleaner
   1. Remove large debris from floor
   2. Vacuum floor thoroughly
   3. Wet mop floor

Suggested Changes:

10.011 Cleaning Rubber Flooring

A. Equipment needed:

1. Vacuum
2. Mop and Bucket
3. Neutral Cleaner

B. Process:

1. Remove large debris from floor
2. Vacuum floor thoroughly, including all corners and perimeter of flooring
3. Wet mop floor

Approval Date: __1/20/02__ ______DRB______________________

Revision Date: 4/9/18_____ _MKies, Dir Rec/Fac; KBasile Super Fac_____

Revision Date: __________ ______________________________

Reveiwed 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Hoffman Estates Park District
Procedure for Cleaning Mirrors and Windows

10.012 Cleaning Mirrors and Windows

Equipment needed:

A. Window Bucket
B. Window Squeegee
C. Clean Rags
D. Cleaner
    1. Fill bucket with water and cleaner
    2. Use squeegee to clean mirrors or windows
    3. Wipe off water drip with clean rag

Suggested Changes:

10.012 Cleaning Mirrors and Windows

A. Equipment needed:

1. Window Bucket
2. Window Squeegee
3. Clean Rags
4. Cleaner

B. Process:

1. Fill bucket with water and cleaner
2. Use squeegee to clean mirrors or windows
3. Wipe off water drip with clean rag

Approval Date: __1/20/02__ ______DRB______________________

Revision Date: _4/9/18____ MKies,Dir Rec/Fac; KBasile, Super Fac________

Revision Date: __________ ______________________________

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center
Procedure for Cleaning Wood Floor

10.013 Cleaning Wood Floor Equipment needed:

A. Dry Mop
B. Mop and bucket or automatic scrub machine
   1. Use dry mop on floor
   2. Use wet mop or scrub machine when needed
   3. Remove mats and bikes twice a week in spinning room

Suggested Changes:

Cleaning Wood Floor

A. Equipment:

1. Dry Mop
2. Mop and bucket or automatic scrub machine
3. Vacuum (such as back- pack vacuum)

B. Process:

1. Use dry mop on floor
2. Use wet mop daily or scrub machine, as needed
3. Mop thoroughly throughout entire floor and vacuum perimeter and corners as needed
4. Move items (such as mats and spin bikes) within room on a bi-weekly basis to mop underneath items/equipment

Approval Date: __1/20/02__ ______DRB______________________

Revision Date: ____4/9/18__ _MKies,Dir Rec/Fac; KBasile, Super Fac__

Revision Date: __________ ______________________________

Reviewed: 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Procedure for Cleaning Carpet

10.014 <u>Cleaning Carpet – Fitness Room</u>
Equipment needed:

A. Vacuum cleaner
    1. Remove large debris from carpet
    2. Vacuum carpet – go into corners and around machines

Suggested changes:

<u>Cleaning Carpet</u>

A. Equipment:

1. Vacuum cleaner
2. Spot cleaner
3. Carpet cleaning machine

B. Process:

1. Remove large debris from carpet
2. Vacuum carpet – include corners and if items within space, include cleaning closely around the perimeter of items (such as desks, machines, etc)
3. Spot clean regions of the carpet as needed
4. Deep clean carpet on systematic basis, dependent upon cleaning need of carpet in region

Approval Date: __1/20/02__ ______DRB______________________

Revision Date: _4/9/18_____ MKies,Dir Rec/Fac; KBasile, Super Fac___

Revision Date: __________ ______________________________

Reviewed 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center
Procedure for Cleaning Fitness Desk / Fitness Machines

10.015 Cleaning Fitness Desk / Fitness Machines

A. Equipment needed
   1. Bucket or spray bottle with cleaner
   2. Clean rags
   3. Neutral Cleaner

B. General Process
   1. Fill bucket or spray bottle with cleaner
   2. Wipe down fitness desk with damp rag
   3. Clean machines with damp rag
   4. Wipe with dry rag if needed
   5. Vacuum under treadmills monthly
   6. Vacuum around machines daily
   7. Refer to the fitness equipment cleaning checklist at the PSS&WC fitness desk for full list and schedule for equipment cleaning.

Approval Date: __04/03/18_ _Michael R. Kies, Director Rec/Fac___________

Reviewed: MK/KB 4/3/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center
Procedure for Cleaning Pool Decks and Whirlpool

10.016 **Cleaning Pool Decks**

A. Equipment needed:

1. Automatic scrub machine
2. Mop and bucket
3. Neutral cleaner
4. Tile and grout cleaner
5. Stainless steel cleaner, spray or paste

B. Process:

1. Remove debris from floor daily
2. Mop floor with neutral cleaner daily
3. Scrub floor with neutral tile cleaner 3-4 times per week, additional if needed
4. Clean/scrub stainless steel around perimeter of pool, as well as drinking fountains, 3-4 times per week
5. Detail clean entire aquatic areas on a weekly basis
6. Apply tile and grout cleaner, weekly or as needed

Whirlpool Cleaning/Maintenance

A. Equipment needed:

1. Acid Based Cleaner
2. Green Scrub Pads
3. Scrub Brush
4. Towels
5. Power Washer
6. Wet/Dry Vacuum

B. Process:

Perform following process on the second Wednesday of every month:

1. Turn off whirlpool heater
2. Drain whirlpool water
3. Apply acid based cleaner
4. Let acid based cleaner settle on surface for 10 minutes
5. Scrub tiles on sides and top of whirlpool with green scrub pads
6. Rinse sides and top.
7. Apply acid based cleaner to bottom of whirlpool
8. Scrub with scrub brush
9. Rinse bottom of tub
10. Perform final rinse of entire whirlpool

11. After dry, use wet/dry vacuum to remove debris from base of pool
12. Refill whirlpool with water
13. Check chemicals
14. Set heater to 102 degrees
15. Ensure whirlpool is balanced and up to appropriate temperature
16. Reopen whirlpool for usage

Perform the following procedures every morning:

1. Check chemical balance
2. Check whirlpool and surrounding deck for cleanliness
3. Clean as necessary

Approval Date: __1/20/02__ ______DRB______________________

Revision Date: __04/03/18_ ______Michael R. Kies_____________

Reviewed: MK/KB 4/3/18

Reviewed by Admin Staff and CT 9.2022

HOFFMAN ESTATES PARK DISTRICT
Communications & Marketing Department
Procedure for Prairie Stone™ Sports & Wellness Center Logo

10.017 Procedure for Prairie Stone ™ Sports & Wellness Center Logo

A. Prairie Stone is a registered service mark owned by Sears Holdings & Co. and must be identified as such with an appropriate term of notice: ®, or ™. The Hoffman Estates Park District will use a ™ notice when identifying Prairie Stone ™ Sports & Wellness Center in all publications.

B. The Prairie Stone ™ Sports & Wellness Center logo was created prior to December 14, 2001, when Sears, Roebuck & Co. required the term of notice. The Prairie Stone ™ Sports & Wellness Center logo will always be printed in black with the wheat and stones having a PMS 1807 color. If the logo is printed in only one color, the color will be black. The logo may be reversed out in white if there is a black background. No term of notice will be carried in the logo.

C. A ™ will be printed after referencing Prairie Stone ™ Sports & Wellness Center in all written documents, brochures, flyers, and other publications. The ™ will be printed as a subscript after the words "Prairie Stone."

Prairie Stone ™ Sports & Wellness Center

Approval Date:	January 7, 2002	Dean R. Bostrom
Approval Date:	__1/20/02__	______DRB______________________
Revised Date:	____4/25/13__	_______MKies, Director Rec/Fac_____
Revised Date:	____04/03/18_	_Michael R. Kies, Director Rec/Fac____________

Reviewed MK/KB 4/3/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone™ Sports & Wellness Center
Procedure for Professional Personal Appearance Standards

10.019 Professional Personal Appearance Standards

As employees of Prairie Stone™ Sports & Wellness Center all must be conscientious of the professionalism of our facility. A professional appearance enhances personal and organizational credibility. Furthermore, our members and prospective members expect absolute professionalism in return for their membership dues. It is our responsibility to provide unsurpassed quality, which includes projecting a professional appearance. Staff appearance must be neat and professional at all times. If appearance standards are not in compliance with guidelines, immediate modifications may be requested. All team members will be responsible for upholding guidelines. Department supervisors and Manager on Duty team members will be expected to reinforce guidelines and standards.

A. Overall Uniform Guidelines
   1. Uniform Shirts are provided by HEPD/PSSWC and must be tucked in or fitted. Only white, black, or grey shirts may be worn underneath uniform. Shirts worn underneath should have no visible letters or designs showing. Approved PSSWC/HEPD logo athletic jacket may be worn over uniform shirt or plain black, grey, or white shirt. Approved PSSWC/HEPD logo promotional shirts may also be worn.
   2. PSSWC staff ID must be worn at all times while in the facility. Preferable location of ID badge is clipped to the right collar side of uniform shirts. Break away lanyards are acceptable.
   3. Pants or shorts can be black or khaki in color. Acceptable pants include athletic or casual dress pants with no additional color or large words/letters on the pants (minimal white stripping along the side seam of athletic pant is acceptable). Acceptable length for all shorts is 1-3 inches above the knee and must also meet previously mentioned guidelines. Denim of any color is not acceptable.
   4. Athletic shoes with laces or casual closed front and closed back shoes are required.
   5. Minimal jewelry and/or perfume or cologne is acceptable.
   6. Excessive body art/tattoos and/or body piercing is not acceptable. Body art/tattoo coverage may be required. Visible body piercing may be required to be removed.
   7. Full-time and/or approved staff may wear business casual attire and/or the standard uniform attire. Exception: Maintenance must wear appropriate department uniform attire. *Per HEPD Director of Facilities approval.*

B. Aquatic and Group Fitness Departments, Specific Guidelines for Acceptable Attire (as a supplement to the above information):
   Aquatics

1. Appropriate professional clothing designed for aquatic instruction. Approved 1 piece solid colored suit or solid colored swim trunks can be worn while teaching lessons.
2. Lifeguards must have appropriate lifeguard tank or shirt and suit. Whistle and emergency response/first aid hip pack must also be worn while guarding.
3. Staff ID should be readily accessible.

Group Exercise

1. Appropriate/professional clothing designed for exercise.
2. Staff ID should be readily accessible.

Approval Date:	March 5, 2002	Michael R. Kies
Revised Date:	August 15, 2003	Michael R. Kies
Revised Date:	April 13, 2010	Michael R. Kies
Revised Date:	August 17, 2012	Michael R. Kies
Review Date:	May 2018	Under Review/Rec

ACKNOWLEDGEMENT OF RECEIPT

I have read Procedure 10.019 **Procedure for Prairie Stone™ Sports & Wellness Center Appearance Requirements** and will comply while on duty.

______________________________ ____________________

Name Date

____

Signature

HOFFMAN ESTATES PARK DISTRICT
Procedure for Membership ID Card
Prairie Stone™ Sports & Wellness Center

10.021 Membership ID CARD

A. All members, employees or commissioners must present a valid Prairie Stone™ Sports & Wellness Center ID card in order to utilize PSS&WC.

B. A driver's license or other valid form of ID may be presented in the event the PSS&WC ID card is not available

C. Club visits are logged by swiping the PSS&WC ID card or manually selecting the name of the member in Rectrac.

D. Issues such as suspension or an expired pass will prevent a valid swipe at the time of check-in. Assistance from the Member Services department should be sought if the issue is unable to be reconciled by the Service Desk team.

E. Members may be assessed a card replacement fee in the event their card is lost.

Approval:	May 23, 2002	______MKies___________
Revised Date:	04/03/18_____	MKies, Director Rec/Fac____

Reviewed: MK/KB 4/3/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center
Procedure for Chain of Command

10.022 Prairie Stone Sports & Wellness Center – Chain of Command

The Division Director is responsible for the operation of the Prairie Stone Sports & Wellness Center. In the absence of the Division Director, it is necessary to identify the chain of command within the Prairie Stone Sports & Wellness Center.

Within the Prairie Stone Sports & Wellness Center, the succession of command shall be as follows:

Second-	Superintendent of Facilities
Third -	GM of Operations & Sales
Fourth -	Operations Manager
Fifth -	Building Maintenance Supervisor

In all instances, where the Division Director is not available, chain of command Division Directors prior to finalizing any non-procedural decisions. All non-procedural decisions made during chain of command leadership must be communicated directly to the Division Director upon his/her return.

Approval Date:	June 3, 2002	______Michael R. Kies___________
Revision Date:	3/5/05_______	______MKies___________________
Revision Date:	4/25/13	______MKies, Director Rec/Fac____
Revision Date:	04/03/18	______MKies, Dir Rec/Facilities________

Reviewed: MK/KB 4/3/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center Member Referral Procedure

10.024 PSS&WC Member Referral Program Procedure

The PSS&WC member referral program (i.e. Friends in Fitness) is designed to reward members who refer new members to the facility with a club cash incentive.

A. The new member must denote the name of the referring member on the member application at the time of the enrollment. The member associate records the enrollment on the offline new member spreadsheet and denotes the name of the referring member in the appropriate field.

A new member is defined as a member who has never previously been a member at PSS&WC. Additional restrictions include the following:

- Excludes add-ons within same household.
- Couple and Senior Couple memberships count as one referral.

~~C.~~B. For the referring member to be eligible to receive the club cash incentive under this program, the new member must stay active for a minimum of 30 days.

~~F.~~C. The referring member is eligible to receive a club cash incentive in the amount of $25.00 per new member referred.

~~G.~~D. The offline new member spreadsheet is reviewed monthly by a Member Services Associate to determine the viability of each member referral. Those referring members who meet the qualifications noted above are contacted by phone or email to be notified of the club cash incentive. The Member Services Associate records the referral information on a Friends in Fitness referral form that is placed in WILL CALL pending signature acknowledgement of the incentive by the referring member.

~~H.~~E. Upon receipt of the signed referral form, the Member Services Associate forwards the referral form to the Business Supervisor, who enters the credit transaction in Rectrac referencing the Member Incentive payment code (14) and denoting the desired application of the club cash (i.e. dues, Personal Training, spa services, or Pilates).

Approval Date: 4/9/18 MKies,Dir Rec/Fac; KBasile, Super Fac

Reviewed 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Revision Date: ________________ ________________________________

Revision Date: ________________ ________________________________

Hoffman Estates Park District
Prairie Stone™ Sports & Wellness Center
FACILITY UTILIZATION BY EMPLOYEES

10.025 Facility Utilization by Employees

A. FT and PT1 Prairie Stone Sports & Wellness Center employees receive a complimentary membership to the facility.
B. PT Prairie Stone Sports & Wellness Center employees receive a complimentary membership by consistently working over 10 hours per week. Employees who work less than 10 hours per week may be eligible for a complimentary or discounted membership with Director approval.
C. Group fitness instructors must teach a minimum of one (1) regularly scheduled class per week, and Personal Trainers must train a minimum of three (3) times per week in order to receive a complimentary membership.
D. Group fitness instructors who substitute on a consistent basis (3 times per quarter) receive a complimentary membership.
E. Hours of facility use must be coordinated with available times subject to the facility manager's approval.
F. All FT, PT1, and PT employees are expected to surrender fitness equipment, lanes within the pool, and/or space within a group fitness class without delay to a member who is seeking utilization of equipment or participation in a class.
G. All FT, PT1, and PT employees may utilize the tennis courts at no charge.
H. All FT, PT1, and PT employees are permitted to reserve courts no earlier than 48 hours prior to the desired reservation date/time.*
I. All FT, PT1, and PT employees may be required to surrender a court reservation in order to accommodate an active tennis member's request or a contractual tennis lesson/program.
J. All FT, PT1, and PT employees may utilize Kids Korner during employee workouts for up to 2 hours per day per child (all other usage/visit rules apply).
K. Any variance to this procedure requires approval of the Director of Facilities and Recreation.

*Spouses of PT1 and PT employees who receive a discounted membership are subject to the 48 hour reservation limitation; reservation privileges and court use are subject to seasonal change.

Approval Date:	February 25, 2003	Mike Kies, Dir PSSWC
Revision Date:	June 14, 2005	MKies , Dir PSSWC
Revision Date:	10/31/13	MKies, Dir Rec/Facilities
Revision Date:	04/03/18	MKies, Dir Rec/Facilities

Revised MK/KB 4/3/18

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone™ Sports & Wellness Center
Procedure for Tennis Court Reservations

10.026 Tennis Court Reservations

The purpose of this procedure is to outline the necessary steps to ensure proper tennis court reservations.

A. Reservations must be made prior to court usage. PSS&WC Tennis Members can reserve courts up to 5 days in advance
B. PSS&WC Fitness Members can reserve courts up to 2 days in advance
C. All player's names must be provided at time of reservation.
D. Reservations limited to one hours for singles play, and 2 hours for doubles play.
E. The Service Desk Associate will record all reservations into the Service Desk designated Court Reservation paper sheets and enter into the Rec Trac Court module.
F. The Service Desk associate will check all players in and collect any applicable fees through the Rec Trac Court Module for court time prior to playing.
G. Twenty-four notice is requested for reservation cancellation
   If the member or guest has not checked in within 15 minutes of the reservation start time, the court will no longer be reserved.

Approval Date: ___1/13/04_ _____MKies______________________

Revision Date: **_4/9/18_____** MKies,Dir Rec/Fac; KBasile, Super Fac

Revision Date: ___________ ________________________________

Reviewed 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Daily Guest Visits Procedure for Facilities and Gymnasiums

10.027 Daily Guest Visits

A. All daily visitors to the facility must stop at the front desk and complete and sign the facility guest waiver.
B. Each visitor must pay the applicable daily visit fee, or produce a valid daily guest pass to the facility.
C. Photo I.D's will be required in exchange for key's to access fitness centers (TCIA & WRC) and for daily locker use (PSS&WC)

Approval Date: __1/13/04__ ________MKies________________

Revision Date: __04/03/18_ _MKies, Director Rec & Fac__________

Reviewed MK/KB 4/3/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
PSS&WC Check-In / Check-Out Certified
Climbing Members Procedure

10.029 Check-in/out Procedures with Equipment for Certified Climbing Members at PSS&WC

The following procedure needs to be followed when checking in/out certified climbing members and providing climbing equipment at PSS&WC.

1. The PSS&WC member must present their PSS&WC membership and climbing certification card to the service desk. Staff will look up the participant's name in the member climbing certification book.
2. The members need to sign-out the climbing equipment. Staff will record the name and equipment bag number in the member climbing certification book.
3. Equipment bags will be located in the cabinets at the front service desk.
4. When the climber has completed his or her climb, the PSS&WC member will return the equipment bag to the service desk. Each equipment bag must contain one carabiner, one seat harness, and one grigri.
5. The service desk associate must place their initials next to the climber's name and note the ending climbing time.
6. At no time, PSS&WC members should be allowed into the climbing wall equipment closet unattended.

Approved: 1/13/04 MKies
Mike Kies, Director P.S.S.W.C.

Revised: ____________ ____________________________________

Review: 5/2018 Under Review/Rec KB

DRB/MK 5/2013

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone™ Sports & Wellness Center

10.030 Locker Rental

A. Lockers are available in two sizes for rental by members either on a monthly or annual basis. Fees are determined based on the size of the locker.

B. Rental assignments are validated by the Member Services team with completion of a locker rental form, which is forwarded to the Business office for billing set-up in RecTrac. (An offline spreadsheet of locker assignments is updated and maintained by the Member Services team.)

C. The rental assignments and subsequent billing charges continue until written notification is received by members.

D. Members may be assessed a key replacement fee in the event a locker rental key is lost or misplaced.

Approval Date: 1/13/04 MKies
Michael R. Kies, Director P.S.S.W.C.

Revised Date: 04/03/18 MKies, Director of Rec & Fac

Reviewed MK 4/3/18
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Facilities Uniform Distribution Procedure

10.031 Uniform Distribution Procedure

During each fiscal year HEPD will be purchasing new uniforms for the facility staff members. The following is the number of uniforms each individual will receive, based on ~~hours~~ number of shifts worked.

A. New staff members who work 3-5 shifts, per week, will receive two (2) short-sleeve staff shirts.
B. Current staff members who work 3-5 shifts, per week, will receive one (1) short sleeve staff shirt. A second shirt may be given, based on the condition of this staff member's other staff shirts.
C. Any staff member who works 2 shifts, or less, will receive one (1) short-sleeve staff shirt.
D. All staff shirts will be inventoried distributed by the designated supervisor at each facility as uniforms are distributed The designated supervisor will record the distributed uniform information onto the Taxable Fringe Benefit uniform record kept on the district shared drive.
E. Contractual services will be required to purchase his/own uniforms. The Director of Facilities & Recreation can approve any deviation to this procedure.

Approval Date: 1/13/04____ MKies
Michael R. Kies, Director P.S.S.W.C.

Revised Date: 4/9/18 MKies,Dir Rec/Fac; KBasile, Super Fac________

Revised Date: __________ __________________________________

Reviewed: 4/9/18 MK/KB
Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone™ Sports & Wellness Center
Climbing Wall Procedure

10.032 Climbing Wall Procedures

A. Route Setting

- Only instructors who have had a considerable amount of climbing experience and route setting experience should set routes.
- Clarify safety procedures for route setting.
- All lead climbing routes must be set on the specific locations on the wall for lead climbing – they will be marked / labeled as a lead climbing bolt.
- No lead routes should ever be set on standard t-nut locations as they are not strong enough to support the forces that can be generated by a lead fall or top rope fall.
- Routes should not have intersecting, unsafe swings or falls, unsafe hand holds.
- Avoid holds with long lever arms, thin cross-sections at the bolt hole are poorly designed and may break easily during use.
- Consider rope path and drag when placing larger holds. Ropes can wear grooves into handholds creating sharp surfaces that may cause injury. This is common below the anchor on top-rope problems and on lead walls where the rope travels close to the wall surface between quickdraws.
- Curved and rough surfaces limit selection. Do not place a large hold over a curve where tightening it will result in cracking the hold.
- Restrict climbing when route setting is taking place. No climbing on route that is being set or routes on either side.

B. Equipment Labeling

- All equipment needs to be labeled by number.
- Use a black marker on harness.
- Use a paint pen on shoes and climbing equipment.

C. Required Forms

- Waiver: everyone who climbs, boulders, belays or is in the pit area is required to read and sign a climbing wall waiver.
- Drop-In Log: used to record attendance and track money.
- Incident Report: must be filled out when a participant or staff is injured.
- Equipment Check-out Log: used to track equipment checked out.
- Equipment Inspection Log: used to track inspection of equipment.
- Facility Maintenance Log: used to track maintenance inspections of the wall.

D. Waiver

- Found at the service desk.
- If a climber is under 18 years of age, parent / guardian must sign the waiver before climb.

- Waivers are indefinitely kept on file.
- Keep waivers stored in boxes – by year.

E. Drop-In Log

- Found in the Tools section.
- Turn in drop-in log receipts and money to the Department Head after each open wall.

F. Equipment Check Out Log

- Found in Tools section.
- Used to check out equipment during open wall.
- Kept in the climbing wall maintenance book.
- Given to Department Head after each shift.

G. Equipment Inspection Log

- Found in Tools section.
- Used to track safety of equipment.
- Inspect all equipment bi-weekly (includes harnesses, carabiners, belay tools, shoes, helmets).
- Kept in the climbing wall maintenance book.
- Keep inspection logs indefinitely.
- Instructors and staff may check equipment safety.

H. Facility Maintenance Log

- Found in the Tools section.
- Used to track the safety of the facility.
- Check facility at the end of every month, this includes wall surface, anchors, holds and ropes.
- Kept in the climbing wall maintenance book.
- Keep maintenance log indefinitely.
- When page is full, pass it along to the Department Head.
- Only instructors may check facility maintenance.

A. Operating Procedures – Climbing Wall Access

- Greet and check in all participants when entering wall area.
- All spectators and participants who enter the climbing pit area must sign a waiver.
- At no time should someone be in the climbing wall pit without signing a waiver.
- Place appropriate signage at wall when wall is closed.

B. Open Wall

- Based on wall usage, staffing will vary, minimum of two Team Members during slow seasons, minimum of three Team Members during business seasons.
- Collect appropriate fee and sign in participant on drop-in log.

- Have climber read and sign waiver. If climber has waiver on file, pull out the card and verify.
- After new climber completes the waiver, fill out a climbing wall card.
- If you are unsure of climber's age, check membership information for age verification.
- Check out climbing equipment to climber.
- Inspect equipment for safety concerns.
- Ask if climber has ever climbed before and if "yes", where.
- Ask if climber has ever belayed before. If so, go through the belay test.
- Explain the risks of climbing.
- Explain the rules of the climbing wall.
- Inform climber where bouldering is allowed.
- Check equipment back in after use.
- If wall is not busy, clean climbing wall storage, check safety of equipment and facility and/or take equipment inventory.
- Clean up rubber floor and daisy chain ropes.

C. Facility Maintenance

- Check all facility maintenance on the last open wall day of each month.
- Check ropes for fraying or dead spots.
- Check webbing and holds for signs of wear.
- Check for hazardous cracks in the wall, check for loose or damaged holds – tighten any loose holds discovered during shift.
- Check for wear and tear on anchors at the end of the month.
- Landing surface: keep free of trash, clean up floor rubber and daisy chain ropes following each scheduled shift.
- Check monthly.

D. Open Wall Inspection Log

- Found in the Tools section.
- Used for the Director, Department Head & MOD walkthrough.
- Filled out by Climbing Wall Supervisor after each individual inspection is complete.
- Used to indicate to Members and Department Head that all inspections have been completed.
- Kept above the climbing wall door closest to gym.

E. Harness Inspection

- Retire a harness when it shows visible signs of wear, such as fading or abrasion, or after it has held a severe fall.
- Over time, the webbing will get fuzzy at the tie-in-points. This is okay, but be suspicious of wear to the stitching or excessive wear to the tie-in points.
- Check bi-weekly.

F. Rope Inspection

- Cut retired ropes into 5’ sections to use for climbing classes.
- Ropes should be retired after holding a long, hard fall, has flat or soft spots, becomes stiff or shows sheath damage.
- Never reuse ropes for climbing after retiring.
- Check monthly.

G. Carabiner Inspection

- All surfaces of the carabiner should be free of cracks, sharp edges, corrosion, burrs or excessive wear.
- Gate opening and closing should be quick and easy.
- Be sure the gate and any locking mechanism closes freely and completely.
- Rivets should not be loose or missing.
- Retire carabiners if any of the above occurs.
- Check bi-weekly.

H. Belay Tools Inspection

- Check for major deformation of cable.
- Retire when rubber guard is worn away and cable is showing.
- Check bi-weekly.

I. Operating the Auto Belay - Climbing

- Make sure climber is clipped in. Climber must double-check the harness and connection system.
- Have the climber demonstrate lowering position before climbing.
- Never climb into slack.
- If rope slips off cable system, tug the rope and release.
- If rope has jumped off the pulley, reset the rope on the pulley before continuing to climb.
- If the auto belay needs repair or has broken, inform the Member Activities Department Head, they will notify the building engineer with a work order to get it fixed.

J. Operating the Auto Belay – Lowering

- Look down to make sure no one is beneath you.
- Sit down with feet in front of you.
- Walk your feet down the wall.

K. Operating the Auto Belay – Climber to Light to Repel Down

- Always use a trail rope on a climber that may be too light (under 45-pounds).
- Have another climber put on a harness and clip into an auto belay cable next to the frozen climber.
- When you reach the climber, grab his or her auto belay cable.
- Your weight and the climber’s weight will cause both of you to rappel down.

Participants

A. Screening / User Qualifications

- Verify age. If unsure of age, check membership information.
- Ask if climber has ever climbed before. If “yes”, where and how often.
- Ask if climber has a waiver on file. If “no”, climber must fill out waiver.
- Ask if climber has climbed mostly indoors or outdoors.
- Ask if climber has ever belayed before.
- If climber has belayed, complete belay checkout test and record on card.

B. Assumption of Risk

- Tell participant that there is an inherent risk in climbing the wall and it is possible that climbing can result in death or injury.
- Inform climbers that climbing may aggravate certain medical conditions such as heart conditions, injuries to joints.

C. Accident/Incident

- Have all belayers stop and lower climbers to the ground.
- Identify and isolate mechanism of injury.
- Injured party is your first concern. Attend to immediate needs.
- Notify MOD to complete the incident report. If Department Head is unavailable, fill out the incident report as completely as possible. Remember all events are alleged, please get witnesses names and documentations.
- Member never receives a copy of the incident report.
- Locate the climber’s waiver and climbing wall card. Make a copy and turn it in with the incident report.
- Department Head will need to locate all staff on duty, sop sign offs, and tests. Make a copy and turn in with incident report.
- Follow up with your Department Head.

D. Equipment Check Out

- Check out equipment with staff member.
- Make sure all equipment is inspected and safe before use.
- Make sure equipment is put on safe and secure (staff check).
- If climbers have their own equipment, make sure equipment is specifically manufactured for climbing (i.e., no utility belts).

E. Supervision

- Staff actively supervising wall.
- Watch for harness double backs, retaining straps.
- Watch for improper belay techniques.
- Clarify which belay devices or methods are approved (figure eight follow through with grapevine backup).
- Do a squeeze test to check climber’s carabiners.

Front Desk Procedures

A. **Open Climb** –
- Verify Waiver on file, and if not, have participants sign waiver (Valid for 1yr)
- Parents must complete 1 waiver for each child under 18
- Collect $5 fee (button on POS screen)
- ALL Non-Members
- Children of Members (except Jr. Members)
- Date and apply wrist band to all climbers

B. **Belay Certification or Private Lessons** – Scheduled with Wall Coordinator
- Verify Waiver on file, and if not, have participants sign waiver (Valid for 1yr)
- Parents must complete 1 waiver for each child under 18
- Collect $25 fee (POS Code "**.1140**")

C. **Off Hours Climbing** – Must be on "Certified Climber" list
- Verify are on "Certified Climber" list
- If bringing guests, verify guests have waiver on file.
- Charge Fees
  - Members - $0
  - Non-Members – PSSWC Guest Fee (for each non-member climber)
- Have "Certified Climber" fill out sign-in form
- Give GriGri devices to climber (Unless "Auto-Belay Only" certified)
- Unlock the climbing closet door

D. Group or Party Rental Inquiries
- Forward information to Rental & Wall Coordinators
  - Contact Name
  - Contact Phone
  - Contact Email
  - Type of event (birthday, celebration, scout group)
  - Best Time to contact

E. GENERAL RULES
- NO Barefoot climbing (Open toe shoes strongly discouraged)
- NO personal ropes
- NO free climbing with feet above yellow line
- NO Lead Climbing unless "Lead Certified"
- ONLY "Certified Climbers" can use the wall without wall staff present

Test Standards

A. Top Rope Belaying

- Verify age. All participants must be at least 13-years old. If unsure of age, check membership information.
- Prior knowledge: has participant belayed before.
- Must demonstrate a figure 8 follow through and grapevine back-up.
- Knowledge of harness and double back.
- Proper use of belay tool.
- Proper use of locking carabineer.
- Use of two points on harness or belay loop for belaying.
- Use of discrete hand switch.
- Proper braking position.
- Proper lowering position.
- Proper use and knowledge of commands.
- Have participant belay with staff member or instructor as back up.
- Have climber fall to ensure the belayer is capable of catching climber.
- Have belayer lower climber in a slow and controlled manner.
- Remind belayers that commands are a verbal contract not to be broken.
- If in doubt of belayer's skill, do not pass them and communicate clearly. Climbers may not attempt to check out again on that day.

B. Lead Climbing

- Ask climber if he/she has lead climbed or lead belayed prior to visit in the gym. If no, cannot check off without passing lead class or previous experience.
- Ask climber to demonstrate 5.8 or better climbing ability.
- Ask climber to explain back clipping and z-clipping.
- Leaders should check out in pairs.
- Climber must demonstrate proper clipping technique.
- Let climber know immediately if he / she is unsafe and not allowed to lead climb.
- Reminder climber he / she is not able to attempt a check out again on that day.

C. Bouldering

- All participants must sign a waiver.
- All participants must be 6-years of age or older.
- All boulders must provide their own spotter.
- Climber's feet may not go above their own shoulder height.

D. Auto Belay

- Notify the climber that there is an inherent risk in climbing the wall and it is possible that climbing can result in death or injury.
- Climber must weigh between 45 and 250 pounds.
- Verify age: climbers must be 13 years or older to use auto belayers without a parent/legal guardian. Participants ages 6-12 must have a parent/legal guarding present.

- All climbers must complete a 10-minute orientation on the auto belay system.
- Double check that the climber is clipped into the carabineer.
- Double check harness.
- Give the rope a double tug before climbing.

Approval Date: 6/30/05 MKies

Revised Date: 4/9/18 MKies,Dir Rec/Fac; KBasile, Super Fac

Revised Date: ______________________________

Hoffman Estates Park District
PSS&WC Kids Korner Procedure

10.033 PSS&WC Kids Korner Procedures

Overview

- Children of current members of Prairie Stone Sports & Wellness Center, and clients of AthletiCo Physical Therapy at PSS&WC receive complimentary visits to the Kids Korner during workout or appointment times.
- Childcare is provided for children between the ages of 6 weeks through 13 years.
- Children of current PSS&WC members (parents/legal guardians) will be issued a Kids Korner pass. This pass will be issued upon completion of the Kids Korner Pass form, and used for check-in and check-out with each visit.
- Visits are limited to a 2 hour maximum per child, per day.
- All activities are supervised and age-appropriate in design.

Drop off and pick-up

- PSS&WC members (parents/legal guardians) must present each child's Kids Korner pass upon drop off/pick up from Kids Korner. Parents/legal guardians will also complete a manual sign in form denoting their location in the club during their workout.
- The member dropping off must be the member picking up. If it is necessary for an individual other than the member to pick up their child, that member must provide the person's name on a written authorization form and present it to a Kids Korner team member upon drop off.
- The name of the parent/legal guardian, child's first name, and any allergies or other restrictions will be recorded on the wristband placed on the child during the check in process.

Staff ratios (Staff to child ratios)

- 6 weeks to walking – 1 staff to 1 infant or 1 staff to 2 infants
- Walking to 3 years old (toddlers) – 1 staff to 3 to 4 children
- 3 years to 13 years of age- typically 1 staff to 10 children, based on room capacity.
- Manager On Duty will provide additional support when visit numbers exceed ratios

Parental Responsibilities

- Parents must remain in the facility or on the business park nature trail while their child is using Kids Korner. If using business park nature trail, member will be asked to leave a cell phone number at the check-in desk, and carry cell phone with them.
- Parents should limit their time spent in Kids Korner during drop off and pick-up time.
- Children should wear a clean diaper when dropped off at Kids Korner.

- Parents are responsible to notify Kids Korner staff of any health considerations or changes pertaining to their children.
- Parents are required to be accessible and respond to pages while their children are in Kids Korner.

Infants

- Kids Korner requires reservations for infants 6 weeks to 1 year, or until walking comfortably, to ensure appropriate supervision.
- Staff will assist in feeding bottles to infants, if needed. If Kids Korner staff are unable to meet feeding time requests, parents will be called for assistance.
- Kids Korner does not provide diapers and or wipes. All parents with infants/children in diapers must bring the following items; diapers, wipes, bottle/sealed cup and change of clothing.
- If canceling infant reservations, parents are requested to provide as much advanced notice as possible, preferably at least one hour.

Behavioral Expectations

- Kids Korner staff will use time-outs to correct disruptive behavior
- If disruptive behavior becomes a pattern, staff will ask the parent(s) to visit during less busy times in order to provide more one-on-one attention for the child.
- If disruptive behavior cannot be corrected, parent will be asked to remove child from Kids Korner.
- Water is allowed in a sealed cup or bottle, and will be labeled with child's name. Bottles with milk or formula will be given to the child under supervision.

Illness

- If a child appears to be sick, staff will ask the parent to remove the child from Kids Korner. Refer to the "Kids Korner Sick Children Regulations" for detailed information pertaining to illness.

Staff Use

- All PSSWC group fitness staff, personal trainers, and Kids Korner staff will be permitted complimentary use of Kids Korner during their work shifts (i.e. while teaching group fitness classes, personal training sessions, and scheduled Kids Korner shifts) up to 4 hours per day, with a 10 hour, per week, maximum. All other rules/procedures within Kids Korner apply.
- All other PSS&WC and HEPD full-time team members and remaining part time team members do not receive usage of Kids Korner during working hours.
- All PSS&WC part-time, full-time, and HEPD full-time team members are permitted to utilize Kids Korner during workouts, up to two hours maximum per child, per day.
- PSS&WC staff utilizing the Kids Korner during working hours are not permitted to leave the PSS&WC facility.

Approval Date: __4/9/18_______ MKies,Dir Rec/Fac; KBasile, Super Fac_

Revision Date: __________ ______________________________

Revision Date: __________ ______________________________

Hoffman Estates Park District
Procedure for Opening & Closing Prairie Stone Sports & Wellness Center (PSS&WC)

10.034 <u>Procedure for Opening PSS&WC</u>

A. The Manager on Duty and PSS&WC second scheduled team member are to arrive 30 minutes prior time of facility opening. The two team members are to enter the facility through dock entrance at the back of building and de-activate the facility alarm using individual staff security code.

B. Department radios are to be retrieved from the charging stations at the main service desk within MOD cabinet. Radios are to be turned on and tested by each team member.

C. All additional opening processes as outlined within the “Opening MOD Checklist” are to be following, including turning on the service desk computer and opening the main service desk. Follow appropriate cash/drawer procedures.

D. A thorough walk-through of the entire facility should be performed by the MOD, checking all areas for cleanliness and facility security. Any concerns are to be reported on the MOD opening checklist.

E. All lights, cardiovascular training fitness equipment and TV’s within the facility shall be turned on. Facility music should be turned on by turning the power on for the main unit within the AthletiCo storage closet. Steam room doors within the club locker room can be closed, and steam rooms can be turned on.

F. Ensure that the AED green lights are illuminated for AED’s within the facility, located within the hallway between Kids Korner and the Member Services Office as well as the main hallway near the club locker rooms.

G. All equipment should be fully operable, including the ADA chairs within the aquatic centers. Report any concerns on the “Opening MOD checklist”. After completion, turn in the MOD Opening Check-list within the PSS&WC Operations Manager in-bin at the service desk.

H. If there are immediate concerns, follow the Chain of Command procedure, contacting necessary management team members and/or the on-call maintenance department.

Procedure for Closing PSS&WC

A. All closing processes shall be followed as detailed on the "Closing MOD Checklist", including the completion of the MOD facility walk-through and announcement over the intercom system of the facility closure 30 minutes prior to the time of center closure.

B. Within the walk-through 30 minutes prior to facility closure, closure of the aquatic center can begin with ensuring all patrons are out of the aquatic center, turning off the jets to the whirlpool, picking up towels remaining on the pool decks, and cleaning/clearing obvious debris from decks. All aquatic equipment should be returned to appropriate area, either on carts or within aquatic storage closet. ADA chair batteries can be removed from the unit and placed on the charging stations located within the aquatic storage closet. Lock the aquatic storage closet.

C. Announcements over the intercom are provided by the MOD 15 minutes prior to closure and again at facility closure.

D. During final facility walk-through, ensure all areas have been properly organized and all obvious garbage/debris and towels have been cleared from the region. **Ensure all patrons have been cleared from the facility**. Lock all exterior doors. Follow detailed guidelines as provided within the "Closing MOD Check-list", addressing any issues and/or noting concerns on the closing check-list.

E. While performing final walk-through, check the AED's for the green light to ensure properly illuminated and that AED's are operable.

F. Turn off the computers at the main front desk and follow all appropriate cash/drawer closing processes. Turn off all fitness equipment, facility lighting, TV's and music. After completion, turn in MOD Closing Check-list within the PSS&WC Operations Manager in-bin at the service desk.

G. Prior to exiting facility, complete a final check of all doors, particularly the main front entrance, to ensure that the doors are securely locked. Turn off radios and place on charging stations. With the back dock doors closed, follow posted directions to properly set the facility alarm with individualized staff code.

H. After setting alarm, all remaining team members shall exit the facility through the back dock doors. At minimum, 2 team members are to exit the facility together, including the MOD and the second designated closing team member.

Approval: 2/13/18 MKies, Director Rec/Facilities

MK 2/13/18
Reviewed by Admin Staff and CT 9.2022

Opening M.O.D. Checklist

M.O.D. ______________________________ DATE: ______________

ENTERING FACILITY:

- ___ Arrive 30 minutes prior to start of shift.
- ___ Enter through back dock entrance with second staff member.
- ___ Turn off alarm: with back door closed, enter personal 4-digit code and then "1"
- ___ Walk to MOD station together to retrieve 2-way radios; test to ensure they are working.

Lights: Turn on all lights (if necessary)

- **a. Weight room lights** - located just inside entrance by cleaning station
- **b. Fitness lights -** located by fitness desk
- **c. Tennis court lights** - located outside and to the left of the tennis office door
- **d. Mezzanine and hall lights -** outside west tennis court
- **e. Gym lights** - located by drinking fountain on track
- **f. Locker room lights -** inside main entrance, wall before pool entrance, by stalls, steam room
- **g. Activity pool lights** - switches are located in pool office
- **h. Kids Korner hallway** -lights inside sales office
- **i. Main hall lights -** located outside pool office
- **j. Main front lights -** located in front office by first aid station
- **k. Café -** located outside Manager's office

Swimming pools:

- ___ Walk through lap pool and activity pool areas to scan bottom of pools.
- ___ Ensure covers are on ADA chairs (activity pool and whirlpool only)

Pilates studio: Ensure door is locked.
(open if necessary for training/programs)

Cardio and Strength Training (Front):

- ___ Turn on all fitness equipment.
- ___ Turn on TV's (use switch located in pool office).

Cardio and Strength Training (Back):

- ___ Turn on all fitness equipment.
- ___ Turn on all TV's (use remotes at Fitness desk)

Member locker rooms:

- ___ Turn on all TV's (push power button on side of each TV)
- ___ Turn on steam rooms (turn dials located on outside of steam room entrance doors)

Music: Turn on music (in closet in back of Athletico office room – on top two boxes, push POWER button only).

AED: Check both AED's for green light (KK hallway, and outside of club locker rooms)

Conduct walk-thru of following areas

- Community locker rooms
- Gymnasium
- Mezzanine and Track
- Tennis Courts
- Group Fitness Studio
- Spin Room
- Weight Room

Service Desk:

- ___ Turn on all front computers and log in.
- ___ Remove cash from safe, count and place into cash drawer.
- ___ Pull current day's tennis sheet from cabinet (left of main computer)
- ___ Count Frullati cash box and take inventory.
- ___ Review rental/gymnasium schedule for the day
- ___ Turn on TV at Service Desk (remote is in drawer)
- ___ Make coffee for early bird classes

*****Sundeck:** *Unlock outside door AND disarm door alarm 7:00am* *(during season)*

- ___ Water plants on sundeck if needed.

STAFF:

KIDS KORNER _______________ _______________ _______________ _______________

FITNESS __________________

WALKTHROUGHS:

ROUND 1 __________ (TIMECOMPLETED) ROUND 2 __________ (TIME COMPLETED) ROUND 3 __________ (TIME COMPLETED)

NOTES:

Closing M.O.D. Checklist

M.O.D. ______________________________ **DATE:** _______________

******Sundeck***:* *<u>Lock outside door AND arm door alarm at 7:30pm</u>*
(during season)

- ___ Pick up and dispose of all garbage
- ___ Pick up any towels
- ___ Arrange lounge chairs neatly

Swimming pools: Begin closing process of pools and whirlpool 30 minutes prior to facility closing time.

- ___ Pick up all towels
- ___ Pick up any garbage or empty bottles and properly dispose of them
- ___ Return magazines to a magazine rack
- ___ Straighten all chairs and lounges
- ___ Make sure all equipment is returned to racks and neatly displayed
- ___ Make sure all lifts are raised and covered (no cover on lap pool chair)
- ___ Remove ADA chair battery packs and plug in to charge (located in Aquatic office <u>and</u> in pool storage closet)

Community locker rooms:

- ___ Pick up all towels
- ___ Place any forgotten items in lost and found
- ___ Close all lockers

Gyms:

- ___ Pick up any garbage or empty bottles and properly dispose of them
- ___ Pick up all dirty towels
- ___ Empty Towel Bin
- ___ Check to see that all balls and equipment have been neatly put away
- ___ Check that alarms are set and exterior doors are secure
  West gym stairwell exit, west gym exit to foyer**,** east gym exit
- ___ Stairwell and elevator are clear

Mezzanine and Track:

- ___ Pick up any towels; ensure track is free of debris
- ___ Ensure all dumbbells are returned to rack
- ___ Check that all functional equipment is neatly organized and returned to levels indicated in fitness manual
- ___ Empty towel bin
- ___ Stock cleaning station with towels and cleaner
- ___ Straighten magazine rack

Tennis Courts:

- ___ Pick up and recycle any water bottles
- ___ Pick up any towels
- ___ Clear court floors of all equipment
- ___ Check to see if tennis office and closet are locked
- ___ Check exterior doors are secure and alarms are set

Group Fitness Studio:

- ___ Check that all mats and ropes are neatly hung in closet
- ___ Check that all weights are neatly organized and returned to rack
- ___ Check that all functional equipment is neatly put away
- ___ Turn off all fans

Spin Room:

- ___ Towel bin is empty
- ___ Bikes are neatly organized
- ___ Turn off fans

Pilates/Training Studio:

- ___ Turn off fans
- ___ Make sure door is locked

Cardio and Strength Training (Front):

- ___ Empty towel bins
- ___ Restock cleaning stations
- ___ Return all functional equipment to racks
- ___ Organize magazine racks
- ___ Power off treadmills and elliptical machines
- ___ Ensure if there are any machines in need of repair, they are properly labeled

Cardio and Strength Training (Back):

- ___ Empty towel bin; restock cleaning station
- ___ Organize/straighten magazines
- ___ Organize fitness desk
- ___ Power off treadmills and elliptical machines
- ___ Ensure alarm is set on exterior door
- ___ Ensure if there are any machines in need of repair, they are properly labeled
- ____ Turn TV's off using remote located on the fitness desk. (stand directly under each TV and point to each box to turn off power)

Weight Room:

- ___ Pick-up any weight plates and organize onto racks
- ___ Pick-up and organize all barbells/dumbbells/hand weights putting them in numerical order
- ___ Organize all stretch bands/ BOSU/medicine balls/jump ropes and other equipment in back corner of room
- ___ Turn off lights

Service Desk:

- ___ Close out all three cash drawers always leave $150 per drawer in bank envelope
- ___ Put all money in bank envelope with closing /opening log and drop into the front safe.
- ___ Shut down all three computers, leaving cash drawer popped and open
- ___ Turn off copy machine and calculator
- ___ Make sure all radios are returned and charging correctly in MOD
- ___ Check café space ensuring no equipment is left on, no leaks, etc
- ___ Make sure all registration forms / contracts are sufficiently stocked.

Music and TV's:

- ___ Turn off music (power buttons are located in the office side of Athletico last door on left)
- ___ Use master internal key to enter closet
- ___ Turn power off on top two boxes only.
- ___ Make sure Athletico is locked and secure upon exit
- ___ Turn off front TV's via the light switches located in swimming office, switch is labeled
- ___ Turn off TV at the service desk with remote located in second drawer to the left of the main computer

Members Locker Rooms:

- ___ Pick up any dirty towels, take dirty towels to laundry room
- ___ Close all locker doors.
- ___ Shut down steam room and prop open door to let out steam.
- ___ Put any items left behind into lost and found.
- ___ Straighten magazines
- ___ Turn off all TV's by pushing power button on side of each TV

Exiting Facility:

- ___ Do a final check of front doors to ensure both sides are pulled completely shut
- ___ With back door closed, enter 4 digit alarm code and then "3", "stay" the perimeter alarm
- ___ Exit facility with other PSS&WC team members through back dock exit

STAFF:

KIDS KORNER ________________ ________________ ________________ _______________

FITNESS ___________________

WALKTHROUGHS:

ROUND 1 ___________ **(TIMECOMPLETED)** **ROUND 2** ___________ **(TIME COMPLETED)** **ROUND 3** ___________ **(TIME COMPLETED)**

NOTES:

Reviewed by Admin Staff and CT 9.2022

Hoffman Estates Park District
Prairie Stone Sports & Wellness Center Membership Hold Procedure

10.035 PSSWC Membership Hold Procedure

The purpose of this procedure is to outline how to establish a member hold; including completion of paperwork, HH document scan and link.

A. All member holds require Request for Member Status Change form.
   1. Indicate whether Vacation or Medical hold and complete in its entirety including start and end date, and member signature.
      a. Vacation holds may be requested for durations no less than 1 month and no greater than 4 months billed at $10/member/month during the hold term.
      b. Medical holds may be requested for a duration up to 6 months (extensions subject to approval of PSS&WC General Manager of Sales & Operations); monthly dues charges are waived during this hold term.
   2. In the case of a medical hold, if the customer provides specific medical information or diagnosis, those specifics must be redacted from the copy placed on the shared drive and linked to the customer HH in order to protect customers' privacy and comply with HIPPA. The original hold form may contain the medical information as it is filed in a secured place.
   3. Scan a copy of the form to your computer
      a. The document will be renamed and saved to the S:\Membership\Member Holds\Year and then to the appropriate year based on when the hold began.
      b. The document will be renamed in the following pattern with HH number. It is imperative that the naming be followed accurately so that documents may be easily retrieved.
         - PS Hold Vac for vacation (PS Hold Vac 123456)
         - PS Hold Med for medical (PS Hold Med 123456)
   4. Link the document to the member.
      a. Select "Household Maintenance" and enter HH number
      b. Select "Members"
      c. Select member that hold applies to
      d. Select "F/M Docs"
      e. Select "Add Doc"
         - Enter document description as labeled in 2b above
         - Right click in "Document File Name" to attach hold document from S:\Membership\Member Holds\Year
         - The link date auto fills
         - The as-of date is the beginning date of the hold
         - The expiration date is the expiration date of the hold
         - The doc category is either:
            1. PHLDM for medical
            2. PHLDV for vacation

Reviewed: 2/2018

Reviewed by Admin Staff and CT 9.2022

5. Original Member Status Change Forms must be turned in daily to business department for further processing.

Approval Date: 2/16/18 MKies, Director Recreation & Facilities

Revision Date:

Revision Date:

Reviewed: 2/2018

Reviewed by Admin Staff and CT 9.2022