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## The City of Coral Gables

Parks & Recreation Division  
405 UNIVERSITY DRIVE  
CORAL GABLES, FLORIDA 33134

Welcome to the City of Coral Gables Community Recreation Department. We are extremely excited to have such a strong and enthusiastic group on board with us this summer season!

Your objective of taking on a volunteer position may have been to gain community service hours or simply just experience, but at the City of Coral Gables you will discover that a smile on a participant's face and the relationships you build with your co-volunteers and the community will prove to be far more rewarding.

While volunteering at our many facilities can be both prestigious and exciting, you should be aware that working in direct contact with the public can bring with it many challenges. Therefore it is our objective to provide you with the necessary tools and support to allow you to succeed.

This Volunteer Manual was designed to further assist and guide you in your new role as a City of Coral Gables Community Recreation Volunteer.

Review this information carefully. If you should have any questions or concerns, do not hesitate to reference your manual or contact your supervisors for additional guidance.

Welcome aboard and we look forward to learning and growing with you in the field of Parks and Recreation.

Recreationally Yours,

Carolina Vester  
Assistant Parks & Recreation Director



## **Community Recreation Purpose**

### **Mission:**

*To enhance the quality of life for residents and guests of all ages through recreational and instructional opportunities, facilities and events that create memorable life experiences.*

### **Vision Statement:**

*Creating an Exceptional Experience by Maximizing Our Resources*

### **Values:**

*Passion, Fun, Dedication, Leadership, Honesty, Professionalism, Safety & Family*

### **Goals:**

#### *Programming*

*To create recreational opportunities and services that promotes individual growth, socialization, safety, positive interactions and family involvement.*

#### *Facilities*

*Committed to providing first class parks and facilities that fulfill community needs through safety, accessibility, convenience, manageability, and cleanliness, while preserving our historical character.*

#### *Customer Service*

*To positively impact the lives of residents and guests with exceptional care, attentiveness and proactive responses.*

#### *Leadership*

*To inspire staff to perform beyond expectations and effectively implement Departmental values.*

#### *Fiscal Management*

*To provide cost-effective services through responsible budgeting and increased revenues, while maintaining viability in the marketplace.*

## **Department Divisions**

### **War Memorial Youth Center:**

On April 19, 1997, the City of Coral Gables celebrated the grand re-opening of the newly renovated Coral Gables War Memorial Youth Center. In addition to a 13,244-square-foot gymnasium, the redesigned 58,000-square foot facility features a fitness center; outdoor lighted basketball courts; auditorium/theater; dance/aerobics studio; child care room; specialized classrooms; expanded parking; landscaped walkways and public areas; and all purpose athletic fields. The Youth Center has become an integral part of the community with special events as well as regular athletic and recreational programs held year round.

The Coral Gables War Memorial Youth Center stands as a living tribute to the veterans of Coral Gables who risked their lives for the American way of life. It is likewise a tribute to the many men and women who have served tirelessly over the past 50 years as members of the War Memorial Association. These individuals, along with a dedicated staff, have never faltered in their efforts to help young people grow up in an environment where ideals are fostered and good citizenship is developed.

### **Venetian Pool:**

The Venetian Pool, with its loggias, shady porticos and cascading waterfalls, is one of the City's most beautiful and popular historical landmarks. The Venetian Pool is truly a unique aquatic facility like no other in the Country. The Pool has been enjoyed by hundreds of thousands of people from all over the world since its creation from a coral rock quarry in 1923. The most distinguishing feature of the pool is the 820,000 gallons that are fed by spring water from an underground aquifer. Of course, the aquifer is not the only feature that enhances a visitor's experience. There are two waterfalls that provide a beautiful, scenic background while the caves and grottos provide a fun experience for swimmers.

Additionally, the pool features a full concession stand, newly renovated locker rooms, locker and chair rentals and fully trained and certified lifeguarding staff.

The pool hosts camps, special events and a progressive swim program taught by the Venetian Aquatic Club. The Venetian Pool can be reserved for private affairs such as weddings, birthdays, corporate meetings and private gatherings.

### **Biltmore and Salvadore Tennis Centers:**

The City of Coral Gables operates two outstanding public tennis facilities. The Salvadore Park Tennis Center has 13 lighted, newly renovated clay courts and practice walls. The William Kerdyk Biltmore Tennis Center has 10 lighted hard courts and a large practice wall. Both facilities have fully-equipped pro shops, rest rooms, ball stringing services and helpful staff.

Private lessons and group clinics are available for players of all abilities and all instructors are USPTA or PTR certified. The facilities host USTA sanctioned tournaments, round robin

competitions, adult and junior league play, after school and Saturday group instruction as well as summer and holiday camps.

The Biltmore and Salvador Tennis Centers have hosted the Junior Orange Bowl International Championships for over 47 years.

### **Granada Golf Course & Parks Maintenance:**

The Granada Golf Course opened in 1923 and is the oldest operating, public nine-hole course in Florida. Granada is a Par 36, 3001 yard course (from the back tees), located just outside downtown Coral Gables, surrounded by some of the most historic homes in the City. Granada's local flavor, association support and private club atmosphere make it quite unique and a perfect place for residents, visitors and beginners to enjoy. Golfers, residents and visitors often enjoy "Burger Bob's", Granada's 10th hole, where stories and a home-cooked meal are shared and enjoyed.

The Park Maintenance Division landscapes and maintains 10 park locations throughout the City of Coral Gables. This division is dedicated to providing a safe environment for residents and guests to enjoy.

### **Adult Activity Center:**

The Adult Activity Center opened its doors in Downtown Coral Gables in 2016, featuring a great room for events & exercise classes, a full sized kitchen, media library, conference room and a variety of classrooms.

The goal of the Adult Activity Center is to assist residents ages 50+ lead happier, healthier and more independent lives. The Center provides information and advocacy to participants to help them better understand the pillar of healthy aging. Healthy aging involves: physical and mental wellness, proper nutrition and rest, meditation and socialization. The Center also offers foreign language, fitness and information technology classes, as well as a variety of monthly special events and support groups.

## Purpose & Values

### **WE LOVE OUR VOLUNTEERS!**

The City of Coral Gables Community Recreation Department provides a variety of volunteer and internship opportunities through its programs and special events. Volunteers have the opportunity to get involved in the community, earn community service hours, meet new friends, and become part of the City of Coral Gables.

This handbook has been designed to serve as a guide to the policies and procedures of the City of Coral Gables to maintain a fun and safe environment for both volunteers and participants.

Those who volunteer their time and talents provide valuable knowledge and skills, which are indispensable to the Community Recreation Department and the City of Coral Gables. Active participation of groups and individuals who wish to volunteer for programs and events is strongly encouraged but the Department wishes to remind individuals who aspire to volunteer for the City of Coral Gables that they are a reflection of the City and must therefore perform appropriate tasks under the direction, training, and supervision of the Division Supervisors. It is the objective for volunteers to enrich programs, promote a positive environment, assist staff and improve relations within the community.

It is the Department's goal to provide well-rounded, high quality and safe recreational programs at all of its Divisions: Youth Center, Venetian Pool, Biltmore & Salvadore Tennis Centers, Adult Activity Center & Special Events.

### **Definition of "Volunteer":**

A "volunteer" is anyone, who without compensation, performs a task at the direction of and on behalf of the Department. A "volunteer" must be cleared by Human Resources and officially registered by the City/Department prior to performing any task and/or interacting with participants. Volunteers are not be considered paid employees of the City of Coral Gables but are covered under the City's Workman's Compensation Plan while performing volunteer assignments on behalf of the City. The City of Coral Gables complies with the Florida Drug-Free Workplace Program. All interns and volunteers are required to undergo a background and drug screening prior to the approval of a volunteer assignment. All volunteers must be a minimum age of 15 years to volunteer for the City of Coral Gables.

For more information on how to become a City of Coral Gables volunteer/intern email Carolina Vester at [cvester@coralgables.com](mailto:cvester@coralgables.com) or visit [www.coralgables.com](http://www.coralgables.com) to complete a volunteer application under Human Resources.



## **Exceptional Customer Service**

**Smile!** As volunteer, you are a representative of the City of Coral Gables and the Coral Gables Community Recreation Department. Your speech and conduct must reflect a respectful, competent and positive image. Words and actions have a direct impact on how the City and Department are perceived. Your role is to provide each visitor with quality customer service. This is achieved by the following:

1. Quality is never an accident; it is the result of sincere effort, intelligent direction and skillful execution.
2. The customer is the most important visitor to our facilities. They are not dependent upon us, we are dependent upon them. The customer is not an outsider in our business, they are the reason we exist.
3. Courteous Service to our visitors and to each other is a primary goal. Courteous service means being sincere in our desire to assist others in the achievement of their recreational pursuits.

Our goal is to exceed customer expectations. We want our customers to not only feel welcome, but come back time and again. In the provision of courteous customer service we have the opportunity to positively affect our community.

When involved in the enforcement of rules and regulations:

1. Enforcement should be firm with fairness and courtesy.
2. Appropriate for the age of the patron.
3. Enforcement is educational. A majority of guests will follow the rules once they are understood.
4. Warnings must be given in a professional manner ending in “please” and “thank you”.
5. Refer guests to the Supervisor, signage or documentation located at the Office to increase understanding of rules.

## **Communicating with Guests & Customers**

All customers have two needs: A service need and a psychological need. They want to be valued and they want to be respected!

Verbal communication is done through intentional and unintentional phrasing whereas non-verbal communication is done through intentional and unintentional actions. Be mindful of your unintentional phrasing and actions.

Always respond and don't react. Professionals act professionally whether they feel like it or not.

Practice the 10/5 greeting rule! At 10 feet, acknowledge the customer with eye contact and at 5 feet, greet the customer with “Good morning/afternoon/evening” and a smile. Use the customer's name after it's been given whenever the opportunity arises.

Finally when dealing with an angry guest or customer always take the LEAD: Listen, Empathize, Apologize, and Do something or Direct to someone who can.

## **Professionalism & Conduct**

Those serving as volunteers for the Coral Gables Community Recreation Department are ambassadors of the City. As such, volunteers must conform to professional standards of conduct. Professional standards of conduct presume that volunteers will not engage in conduct which would conflict with the rules and policies established by the City or that would negatively interfere with the rights of other persons, their property, or the property of the City.

Failure to adhere to professional standards of conduct or engaging in unacceptable behavior may be subject to disciplinary action, including discharge.

Outlined below are specific examples of unacceptable volunteer conduct that may have a direct bearing on the work environment and the general interests of the City.

1. Unauthorized access, use, or release of confidential data.
2. Unauthorized, careless or negligent use of City-owned or leased property.
3. Illegal use, possession, or sale of controlled substances.
4. Possession or use of a weapon or firearm (except for duly licensed law enforcement personnel).
5. Violent behavior in any form, including threats. Offensive, profane or abusive conduct or language toward any individual.
6. Theft, misplacement or misuse of equipment, material, property or money of the City, the public or of other employees.
7. Harassing behavior of any kind toward staff, participants, vendors, visitors, or other persons having business with the City of Coral Gables Parks and Recreation Department.
8. Misrepresentation or falsification of City documents or information provided to the City.
9. Excessive absences and/or tardiness.

*For emphasis, the above items are specific examples of unacceptable volunteer conduct. The list is not intended to be comprehensive, and other actions of similarly serious nature will be deemed to be unacceptable volunteer conduct.*

## **Affirmative Interaction**

Words have consequences. Speaking irresponsibly can negatively affect morale, motivation and community. Speaking in a responsible manner requires us to be sensitive to the harmful effects of hostile or disrespectful speech and to refrain from speaking in demeaning and harassing ways. Respect is a key factor in dealing with your co-volunteers.

## Volunteer Policies & Procedures

The purpose of these policies is to provide direction and structure to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City of Coral Gables Community Recreation Department reserves the right to change any of these policies at any time and to expect adherence to the changed policy.

### Volunteer Positions:

Volunteers are selected to perform in a variety of functions depending on the Department Division and programming need.

- A. *Adult Activity Center Volunteer:*** Volunteers at the Adult Activity Center teach Exercise, IT, Art & Leisure Classes. Volunteers also assist with support groups, workshops and special events.
- B. *Venetian Aquatic Club (VAC) Volunteer:*** Volunteers of the Venetian Aquatic Club are WSI or WSIA certified and teach adult and child swim lessons at the Venetian Pool.
- C. *Counselor In Training (CIT):*** CIT's volunteer at the Youth Center, Venetian Pool and Tennis Centers during the summer, winter or spring break. They assist counselors and coordinators with camper supervision and activities during camp hours.
- D. *Volunteer Coaches:*** Athletic coaches earn community service hours while teaching participants a variety of competitive sports. Coaches are responsible for managing practice and game schedules for their team(s).
- E. *Special Events Volunteer:*** Volunteers assist with the staffing and coordination of City special events including Farmers Market, 4<sup>th</sup> of July, Big Toy, Tree Lighting Ceremony etc.
- F. *Internships:*** The Community Recreation Department also offers unpaid internship opportunities for students looking to complete their internship in Parks & Recreation, Leisure Studies, Marketing, Sport Management or related field.

### Volunteer Recruitment:

The Community Recreation Department coordinates volunteer recruitment activities for residents and nonresidents.

- A. Every volunteer must apply online at [Coralgables.com/Jobs](http://Coralgables.com/Jobs) and be cleared by the City of Coral Gables Human Resource Department.
- B. The Division Supervisor will review all applications and once cleared for service by Human Resources will maintain a file for each cleared & active volunteer. Those applicants meeting all qualifications including but not limited to: initial meeting with the Division Supervisor, completion of application, successful background & drug screening, and minimum number of participants will be considered.
- C. Each Division Supervisor will state the duties to be performed and the dates and hours of work required.
- D. The Department will notify the community when volunteers are needed via public advertisements, social media, phone, and email on a as need basis.

- E. Volunteers shall be provided with a clear explanation of responsibilities and qualifications needed to perform the volunteer assignment. Volunteer positions may include assignments or projects that are: short-term or long-term, to be completed within a defined period, ongoing without an identified end date, to be completed by an individual or shared among a group of peers.

**Volunteer Qualifications:**

Volunteers shall be recruited by the City of Coral Gables Community Recreation Department on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community.

- A. Age - The minimum age to volunteer with the City is 15.
- B. Background & Drug Screening - Volunteers are subject to a drug and background screening in addition to reference checks. Volunteers must remain active every 90 days to retain their cleared volunteer status. If a volunteer is inactive for a period exceeding 90 days, the individual will be considered inactive and must complete a new volunteer application. That individual is prohibited from volunteering until they have been cleared by Human Resources and reinstated as a City volunteer. All volunteers that remain active every 90 days must complete a new application every five years.
- C. The City does not discriminate on the basis of race, color, religion, ancestry, national origin, gender, age, pregnancy, marital status, familial status, sexual preference, retaliation and/or disability.

**Interview & Placement of Volunteers:**

Prior to being assigned to a position, all volunteers will be interviewed by the Division Supervisors or designee to determine their suitability for an interest in that position. The interview should determine the qualifications of the volunteer, his or her commitment to achieve the requirements of the volunteer position, and provide an opportunity for the volunteer to ask questions.

In placing a volunteer, consideration shall be paid to the interests and skills of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the needs of both the volunteer and the participant can be met. Volunteers shall be provided with a volunteer job description which will define the volunteer duties and responsibilities of that position. It is the objective of this volunteer job description to clearly identify the essential job functions the volunteer is authorized to perform.

- A. Volunteers shall maintain the confidentiality of all information to which they have access during their internship or volunteer assignment, including confidential information concerning personnel matters, members of the community and related to City business.
- B. Volunteers shall not be eligible to receive monetary compensation nor benefits reserved for City employees.
- C. All volunteer assignments are unpaid.

**Orientation:**

All volunteers will receive a general orientation on the City's Volunteer Policies & Procedures. Each Division Supervisor will schedule any additional orientations or trainings required for that specific volunteer assignment.

### **On-the-Job Training:**

Each Division Supervisor will provide adequate instruction and, where necessary, training to ensure all volunteers perform a task properly and safely, with sufficient knowledge of the City's rules and requirements. Experienced volunteers may be included in the design and delivery of volunteer orientation and training. Those staff members that will be in a supervisory capacity for volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

### **Continuing Education:**

Volunteers are strongly encouraged to improve their skills during their term of service. Additional training and educational opportunities may be made available to volunteers during their service with the City. This continuing education may include a review on performance of their current volunteer assignments, as well as specialized training or certification opportunities.

### **Signing In & Tracking Volunteer Hours:**

It is the volunteer's responsibility to sign in and out for each of their volunteer assignments. It is the responsibility of the Division Supervisor to track all volunteer hours and take appropriate action if volunteers do not sign in or do not maintain their 90 day clearance.

### **Absenteeism & Tardiness:**

It is expected that all volunteers report to their assigned facility or shift on time and in required uniform. Absenteeism is defined as failure to report as scheduled. Tardiness is defined as reporting four (4) or more minutes late from the start of the scheduled assignment. Three unexcused tardies or no shows to a scheduled activity may result in the termination of the volunteer assignment and revocation of volunteer benefits. If you will be late for your assignment, contact your assigned Supervisor or Facility immediately. Remember that your co-volunteers and participants depend on you!

### **Rest Breaks:**

Breaks are scheduled by Facility Supervisors or designees to ensure proper coverage of activities and for the health and safety of all volunteers.

### **Transportation:**

It is the responsibility of the volunteer to report to their assigned facility at the start of their scheduled shift. Volunteers driving their personal vehicles must park in designated areas only. Volunteers are prohibited from transporting any program participant in their personal vehicles.

### **Dress Code:**

Personal appearance and cleanliness are the responsibility of each individual and are particularly important when dealing with the public. Uniforms provided by the City of Coral

Gables Community Recreation Department are NOT to be worn for any reason other than Community Recreation Dept. work.

*Uniforms* are determined by Division Supervisors of the Community Recreation Department. Where uniforms are required or provided, it is expected that the full uniform will be worn and will be clean and presentable. Volunteers are expected to be in full uniform at all times while on duty. Volunteers are expected to be neat in appearance and well groomed. No jeans, athletic shorts, bike shorts, cut-offs or ill-fitting clothing.

*Jewelry:* For the safety of our volunteers, jewelry is limited to earrings only while on duty. Volunteers are prohibited from attaching, affixing or displaying objects or ornamentation to or through the nose, tongue or any exposed body part. Exposed body piercings, with the exception of earrings, must be covered.

*Tattoos:* Tattoos/brands that are (1) obscene or (2) advocate or promote sexual, racial, ethnic or religious discrimination or violence towards others are prohibited and must be covered by clothing or other approved means at all times while on duty. Tattoos/brands will not be exposed or visible through clothing while on duty.

### **Telephones:**

Personal phone calls from a City phone and/or a personal cellular phone during working hours are not permitted unless authorized by the Supervisor. Personal calls may be placed from personal cellular phones while the volunteer is on a scheduled break in an area away from the general public. Use of a City phone is restricted to City business or emergency use only.

### **Guests on the Job:**

To achieve the mission of the Parks and Recreation to exceed customer expectations, staff time and attention must remain on the participant. Volunteers, while on duty, are prohibited from socializing and/or entertaining personal friends, relatives or individuals when that interaction is NOT related to the performance of their duties.

### **Gifts/Tips:**

Volunteers representing the City of Coral Gables shall not accept any gift, tip or anything of value from any person or entity for the performance of their job. Disciplinary action, up to termination, may be taken.

### **Media:**

Requests for information made by individuals or the media are to be referred to the Division Supervisor or the Director of the Parks and Recreation Department. No volunteer is permitted to release any information to any individual or member of the media. Volunteers are not authorized to comment to the media about any situations without prior approval. Please be respectful and politely say, "I am not authorized to comment but can direct you to the Director."

**Name/Address Phone Changes:**

Please submit in writing to the Division Supervisor any change to your name, email, home address, or phone number.

**Discipline & Discharge:**

Volunteers are expected to meet City standards for work performance, punctuality, attendance and personal conduct. Any member who violates these rules, regulations or standards will be subject to discipline up to and including revocation of their volunteer assignment and privileges.

**Maintenance:**

It is the responsibility of every staff member and volunteer to maintain the facility where they are assigned and to clean up after themselves when completing their volunteer assignment. Maintenance and/or safety hazards must be reported immediately to the Division Supervisor.

**Drug, Alcohol and Smoke Free Workplace:**

Volunteers are prohibited from engaging in the following:

1. Using, possessing, dispensing, distributing or receiving alcohol, intoxicants, illegal drugs or other controlled substances on City premises or while engaged in City business.
2. Refusing to undergo or cooperate in any alcohol or drug testing required for hiring or to maintain employment.
3. Using any tobacco or smoke-less tobacco product while on duty or on site at any recreational facility, inclusive of facility parking areas.
4. Reporting to work under the influence of any amount of alcohol, intoxicant, illegal drug or other controlled substance.
5. Consuming any amount of alcohol, intoxicant, illegal drug or other controlled substance while on duty.

**Americans with Disabilities Act: (ADA)**

Title I of the ADA and State and local laws prohibit discrimination against qualified individuals with a disability, as recognized by applicable law, with regard to any term or condition of employment. A qualified individual is one who meets the skills, experience, education and other job-related requirements of a position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of the job.

**Workplace Violence:**

The City of Coral Gables subscribes to the concept of a safe work environment and supports the prevention of workplace violence. The City maintains a zero tolerance policy toward workplace violence, or the threat of violence, by any of its volunteers, customers, the general public, and/or by anyone conducting business. Any volunteer who becomes aware of a violation of the City's policies against acts of violence has a duty and an obligation to

immediately report such violation to the immediate supervisor. A failure to report such violation may also constitute a failure to abide by this policy and may result in disciplinary action.

**Harassment, including Sexual Harassment:**

It is the policy of the City of Coral Gables to ensure that all volunteers are able to work in an environment that is free from all forms of discrimination, including sexual harassment. The City of Coral Gables will not tolerate sexual harassment in any form by any employee, vendor, contractor or volunteer.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

**Retention & Evaluation:**

Volunteers are to be evaluated annually on their performance to allow for feedback, improvement if necessary and to evaluate the status of their well-being and satisfaction as a volunteer.

**Volunteer Support and Recognition:**

- A. Depending on the Volunteer position and Division assigned, volunteers will be eligible for or have access to certain benefits. Benefits will not be awarded until the required service hours have been completed. Benefits may include reduced or free program registrations for their immediate children ages 18 and under in the program that they are volunteering/teaching, complimentary admission at the facility where they volunteer/teach, access to the facility for volunteer meetings and or trainings.
- B. An annual luncheon or dinner in recognition of the volunteers may be held to highlight and reward the contributions of volunteers to the City of Coral Gables.
- C. Thank you and reference letters may be provided to volunteers as appropriate.
- D. The City will evaluate additional means of recognition throughout the year. These may include informal recognition ranging from a simple "Thank You" to a determined effort to include volunteers as full participants in program decision-making and implementation.

**Insurance:**

Liability and Workman's Compensation insurance is provided to all cleared and active volunteers over the age of 15 engaged in volunteer work with the City of Coral Gables.

**Rights & Responsibilities:**

Volunteers are viewed as the most valuable resource of the City, its staff, and its patrons. Volunteers have the right to be given meaningful assignments, the right to be treated as equal coworkers, and the right to effective support. Volunteers have the right to full involvement and

participation, and the right of recognition for work done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the Department and operate according to its procedures

## **Emergency Procedures**

### **Hostile Situations:**

#### ***Altercations:***

In the event of a physical altercation within the facility, 911 should be called immediately and a full time Supervisor should be notified. No volunteer is permitted to attempt to stop the altercation by coming in between the 2 parties. Anyone who puts himself or herself in harm's way may be terminated.

#### ***Weapons:***

If a weapon is presented to any volunteer 911 should be called immediately and a full time Supervisor should be notified. No volunteer is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm. In the case of an active shooter the following sequence of steps should be taken: RUN, HIDE, FIGHT. Every volunteer must complete the City's Active Shooter training as part of the annual mandatory volunteer orientation.

#### ***Emergency Medical Services:***

In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.

- Your name
- Facility name
- Facility address
- Facility phone #
- Type of injury and any information you have on the injury.
- Medical History
- Gender and approximate age of injured party.
- Stay on the phone until all information has been communicated and the dispatcher has disconnected.

### **Lightening/Thunder:**

1. You will be warned by our Thor Guard Lighting Prediction System, which sounds ONE 15 second blast of the horn signaling suspension of all activities.
2. You should immediately direct all guests and participants to seek an appropriate safe shelter.
3. Once the all clear has been given, which will sound THREE 5 second blasts, guests and participants may resume their activities.

### **Power Failure:**

1. All staff will utilize flash lights and assist in making sure all are safe.

2. Staff will immediately check on patrons unattended or in an unsupervised area and provide assistance.
3. All patrons must cease activities that require light for safety reasons, (i.e. fitness center and indoor gymnasium)
4. All corridors and exit lights are equipped with secondary power and will remain lit in the event of power failure.
5. The Supervisors will designate someone to call the electric company to determine approximate length of the power failure and determine if patrons need to be evacuated.
6. In the event of a power failure and/or emergency situation requiring evacuation, the Supervisors will use a bull horn to notify the staff and patrons of the emergency situation and how to proceed.

### **Evacuation Procedure:**

1. *Plan of Action*
  - a. The staff and patrons of the facility will immediately evacuate the building if a potentially dangerous situation should occur.
  - b. Any staff working with handicapped patrons will offer assistance to ensure a timely and safe evacuation.
2. *Evacuation Routes*
  - a. Evacuation routes are posted in every room and building. Be familiar with all evacuation routes in your building.
3. *Evacuation Plan*
  - a. If all of the exits are blocked or determined unsafe, then alternative exits will be the closest accessible window. If individuals must exit through windows, staff will calmly assist patrons in exiting.
  - b. In case of fire or power failure, do not use elevator for evacuation.

### **Fire Procedure - CODE RED:**

1. In case of fire, pull the nearest fire pull station to activate the alarm system, close the door to the area and evacuate. Dial 9-911.
2. Notify the front office staff of the presence and location of fire. The front office staff will calmly notify all at the location, by page or traveling room to room with: Attention, code red (and location) three (3) times. Example: "ATTENTION CODE RED, GYM".
3. Only staff trained to use fire extinguishers may be dispatched and attempt to extinguish the fire. Do not endanger your life or the lives of others. If the fire appears life threatening: DIAL 9-911 and notify fire department of the location of fire. Assist others in evacuation of the building.
4. All patrons will be instructed to evacuate the building through the appropriate exits and not use elevators. Please review the evacuation plan.
5. Fire Alarm going off
  - a. In the event of a fire alarm going off, staff will begin directing patrons to the nearest appropriate exits.

- b. A staff member will be dispatched to the fire location according to the fire alarm panel to confirm if fire or smoke is present. Staff member will use extreme caution when checking facility for fire or smoke.
- c. All participants and guests will exit the facility and precede outdoors. Upon arrival head counts and roll calls will be taken. All participants must be accounted for.
- d. If a false alarm is reported and confirmed, supervisory staff may silence alarm and notify 9-1-1 of the false alarm and await instructions before notifying patrons to re-enter facility.
- e. When it is determined the facility is safe to re-enter, supervisory staff will initiate the all-clear procedures:
  - i. Staff will use the emergency intercom system and staff radios and announce 3 times, “Code Red all clear”.
  - ii. Staff will escort patrons back into the facility.
  - iii. Staff will conduct head counts and roll calls for all participants in registered programs.

**Bomb Threat - CODE ORANGE:**

*1. Plan of Action – Receipt of a Bomb Threat*

- a. If a bomb threat is received by phone, staff member will signal another staff member without interfering with the caller. Remember, Delay! Ask where, when, what type and why?
- b. When a bomb threat is received staff will notify first available Supervisor.
- c. Supervisor will initiate an evacuation and immediately call 9-911.
- d. The facility staff and patrons will evacuate the facility in a calm and orderly fashion. Staff will insure that any handicapped clients will be offered assistance in order to insure a timely evacuation. Evacuation will proceed according to Evacuation Procedure. Please review Evacuation Procedure.
- e. The Supervisor is responsible for assisting Emergency Personnel in a systematic search.
- f. If a suspicious package or object is discovered, the staff will notify the authorities.
- g. Staff and patrons are to remain off the premises until The Facility Supervisor will notify staff of an ALL CLEAR.

*2. Bomb Search Technique*

- a. Ideally, the person who assists in a search of an area of the facility should be familiar with the area being searched.
- b. Items that seem out of place or strange should be noted. It is extremely important that persons conducting a bomb search do not touch or move any strange or suspicious items. A bomb can be in any form. For example, a letter bomb or pipe bomb.

## **Disorderly Person or Emergency Assistance - CODE ASSIST:**

1. *Disorderly Person in Facility*
  - a. If a person/persons are acting in a disorderly or threatening manner, the facility staff shall notify the Supervisor who will make their presence known and ask them, calmly, to leave the facility.
  - b. The Supervisor will determine whether the Coral Gables Police Department should be notified.
  - c. If the person refuses to leave and offers resistance the Supervisor will attempt to contain the person in an area which will not interfere with normal operations until law enforcement arrives.
  - d. If violence erupts, do not place yourself in jeopardy.
  - e. The Supervisor initially in contact with the disorderly person will complete an incident report immediately.
2. *Emergency Assistance*
  - a. If a staff member requires physical assistance with a patron, they are to notify all staff with a page of "Attention, Emergency Assistance" and the location of where physical assistance is required. This page will be announced three (3) times. Example: "Attention, Emergency Assist in the gym, Attention, Emergency Assist in the gym, Attention, Emergency Assist in the gym."
  - b. The Supervisor and staff will immediately respond to the area to provide assistance, reporting in a calm and orderly fashion.
  - c. Involved personnel will determine if medical assistance is required and phone for emergency assistance.
  - d. If medical assistance is required, involved personnel will stabilize the patron, making them as comfortable as possible until qualified emergency assistance has arrived.
  - e. The Supervisor will complete an incident report immediately and follow-up appropriately.
3. *Off-Premises Disorder* – should an off-premise situation involving violence be observed by staff member and patron:
  - a. Staff and patrons are to remain in the building or secure area.
  - b. If the disturbance moves onto the premises:
    1. Lock all Doors (if applicable)
    2. Do not permit entrance into area by unknown persons.
  - c. Call the police then, notify supervisor and facility staff.

## **General Facilities - Lost Child – CODE AMBER:**

1. Participant safety and security will always be the foremost concern and priority in addressing emergency situations.
2. Staff will have an accurate and up-to-date class list of the participants under their care.
3. Once staff recognizes a child is potentially missing they will have 60 seconds to be able to confirm the child is not in the immediate area and who the missing child is along with identifiable clothing, etc.

4. Once a child is confirmed missing staff will secure the remainder of the group in a safe location with appropriate number of staff. Staff will complete a head count, roll call of all remaining participants and simultaneously notify facility supervisory staff within 3 minutes of missing child confirmation.
5. Facility supervisory staff will follow the listed position chain of command:
  - i. Facility supervisor, assistant supervisor, recreation specialists
  - ii. Program assistants, office manager, office staff, reception staff
6. Facility supervisory staff will then initiate the “Code Amber” by calling over the Fire Alarm Emergency Announcement system: “Attention Facility Patrons and Staff. We are initiating a Code Amber, all additional staff please report to the reception area. Staff will repeat this message in its entirety 3 times.
7. All supervisors, coordinators and facility personnel that do not have direct child supervision tasks will report to the reception area. The facility supervisor on duty will then give staff a description of the child and assign areas to search. This primary search will last no longer than 5 minutes. Once the primary search of the assigned areas is completed, staff will return to the reception area for further instructions.
8. If the child is not located within the primary search a secondary search (*slower, more deliberate search of the area*) will be initiated along with activation of the emergency response system.
9. Once child is found staff must notify the City’s emergency response team (9-1-1, police, fire, facility supervisors, etc.) The office staff will announce over the paging system “Code Amber – all clear” 3 times.

**Venetian Pool - Missing or Lost person – 3-Minute Search/Drill:**

1. When an individual reports another person missing in their party a deck supervisor needs to be informed immediately before activating the 3-minute missing person drill.
2. The deck supervisor will make a first announcement calling the missing person (first & last name) over the intercom to the bridge.
3. Additional information on the missing guest should be gathered (confirm name, age, what they were wearing and where they were last seen). If after the first announcement they have not reported to the bridge (no more than 30sec), the supervisor will activate the 3-minute search.
4. Supervisor will remain on deck with the reporting guest during the search; all other lifeguards will be assigned to conduct an in-water search, and to search the entire facility including bathrooms, café, meeting room, parking lot, towers and closets.
5. Drill must be completed within 3 minutes.
6. Guests will not be permitted to re-enter water until the missing person has been located.