



Sunnyvale

**Recreation Services  
Casual Employee Handbook**

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## INTRODUCTION & WELCOME

Congratulations on being hired as City of Sunnyvale casual employee in the Library and Recreation Services Department. You are a member of an outstanding team dedicated to excellent customer service. Our number one goal is to exceed all expectations of our customers and provide them with the best possible experience.

Take the time to read through this manual very carefully as it will outline the expectations as well as provide some insight into what you can expect from us at the City of Sunnyvale, Services Division. Our key focus is Customer Service. It is our goal to provide great customer with service, and to take customer service to the next level.

Safety is first on our list of priorities. It is our goal that all employees have a safe environment in which to carry out their assignments. Through training and regular monitoring, our Leadership Team will strive to educate you on the concept of putting safety first for the participants and staff.

Our Leadership Team believes strongly in an open-door policy. If you have questions, please feel free to discuss it with them. We are here to help you in every way possible. During your employment, you will develop new skills and make new friends while becoming a valuable team member.

**You have been hired for a specific position; however, since we operate as a team, you may be needed to assist in other areas of the department including programs, camps, buildings/facilities and special events. You are responsible for knowing all the information presented in this handbook.**

### Mission Statement

Sunnyvale is a fun, inclusive, engaged community.

### Vision Statement

We inspire a healthy community by fostering lifelong learning and play through progressive services and programs for all.

### Values:

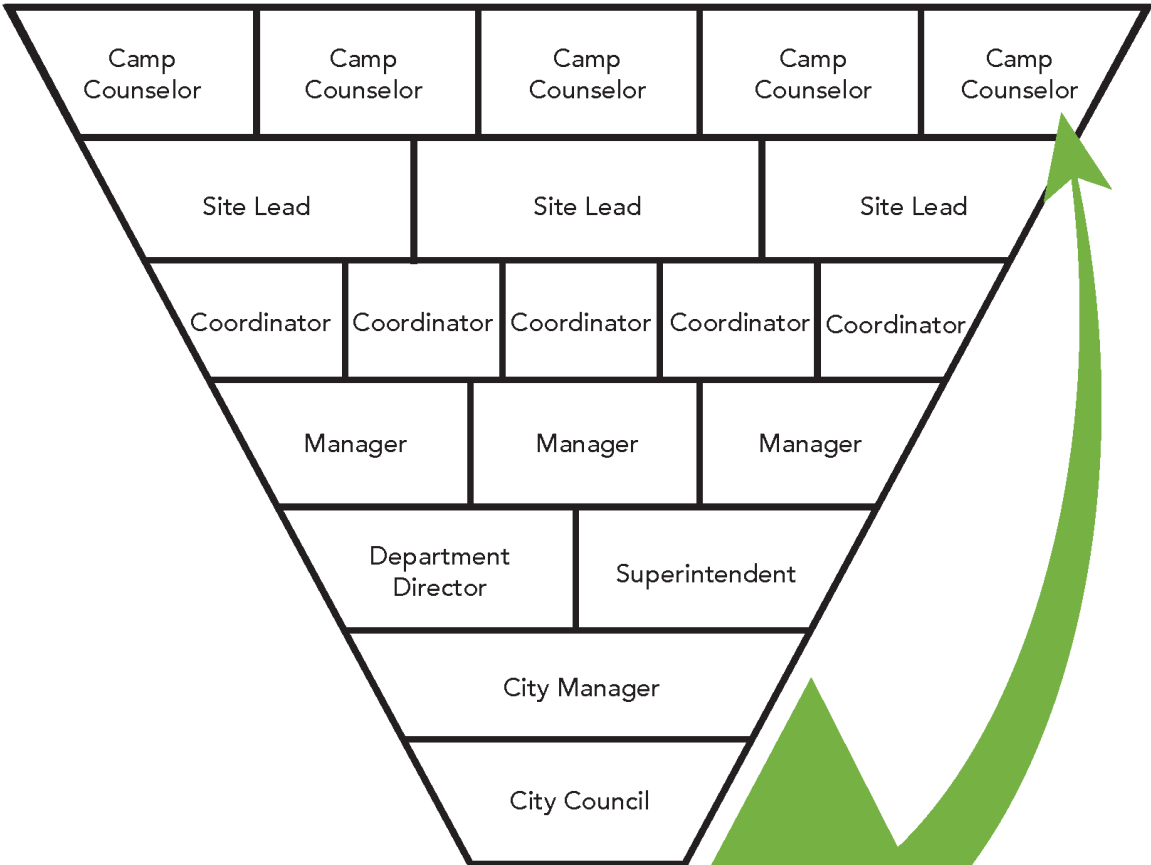
Compassionate, Curious, Creative, Inclusive, Dedicated

### Leadership Team

Each of you will be introduced to the Leadership Team in your area during your orientation and training process. Be sure to note who is in your Leadership chain and always feel free to ask questions from any of the Leadership Employees so they can direct you to the proper person.

Making a Difference - Upside Down Org Chart

Recreation Organization Chart



**It is YOU that makes a difference every day to our customers. You are the ones who can ensure our success!**

# CASUAL EMPLOYEE HANDBOOK

## CONTACT INFORMATION

### Facility Locations

Facility	Phone Number	Address
Community Center – Recreation Building*	408-730-7350	550 E. Remington Drive
Community Center – Senior Center*	408-730-7360	550 E. Remington Drive
Community Center – Creative Arts Building	N/A	550 E. Remington Drive
Community Center – Theatre	N/A	550 E. Remington Drive
Community Center – Indoor Sports Center	408-730-7722	550 E. Remington Drive
Columbia Neighborhood Center*	408-730-7800	785 Morse Ave

\*Office Hours: Mon. - Fri. 8:30 a.m. - 5:30 p.m.

# CASUAL EMPLOYEE HANDBOOK

## Coordinators

\*For all City phone numbers, dial 408-730-(Ext.)

Coordinator	Email	Ext.*	Cell Phone	Program Area
Allan Bruce	<a href="mailto:abruce@sunnyvale.ca.gov">abruce@sunnyvale.ca.gov</a>	7357		Admin, Marketing and Events
Carmen Pichardo	<a href="mailto:cpichardo@sunnyvale.ca.gov">cpichardo@sunnyvale.ca.gov</a>	7377		CNC Rentals/LIT/Dog House
Dustyn Bindel	<a href="mailto:hbindel@sunnyvale.ca.gov">hbindel@sunnyvale.ca.gov</a>	7806	N/A	Youth and Family Resources
Gary Brown	<a href="mailto:gbrown@sunnyvale.ca.gov">gbrown@sunnyvale.ca.gov</a>	7334	408-992-5113	Adult Leagues/Fitness Classes/Gymnastics/SC Rentals
Jenni Wong	<a href="mailto:jwong@sunnyvale.ca.gov">jwong@sunnyvale.ca.gov</a>	7724	N/A	KLAS/Camps
Jessica Troung	<a href="mailto:jtroung@sunnyvale.ca.gov">jtroung@sunnyvale.ca.gov</a>	7331		Special Events/Recruitment
Julie Jensen	<a href="mailto:jjensen@sunnyvale.ca.gov">jjensen@sunnyvale.ca.gov</a>	7358	N/A	Senior Programs/Trips/Adult Special Interest
Kelsey Christian	<a href="mailto:kchristian@sunnyvale.ca.gov">kchristian@sunnyvale.ca.gov</a>	7383		Aquatics
Kristin Dance	<a href="mailto:kdance@sunnyvale.ca.gov">kdance@sunnyvale.ca.gov</a>	7758	N/A	Visual Arts/Special Interest/Public Art/Pottery
Laura Bryan	<a href="mailto:lbryan@sunnyvale.ca.gov">lbryan@sunnyvale.ca.gov</a>	7379		Senior Programs/Arts
Nancy Hextell	<a href="mailto:nhextell@sunnyvale.ca.gov">nhextell@sunnyvale.ca.gov</a>	7361	N/A	Senior Services/Volunteers/Lunch
Nathan Truitt	<a href="mailto:ntruitt@sunnyvale.ca.gov">ntruitt@sunnyvale.ca.gov</a>	7472	N/A	Performing Arts/Theatre Rentals
Rene Huerta	<a href="mailto:rhuerta@sunnyvale.ca.gov">rhuerta@sunnyvale.ca.gov</a>	7355	N/A	Preschool/Child Care/Camps
Rick Cotter	<a href="mailto:rcotter@sunnyvale.ca.gov">rcotter@sunnyvale.ca.gov</a>	7335	408-807-0356	Facility Reservations
Susan Van Dyne	<a href="mailto:svandyne@sunnyvale.ca.gov">svandyne@sunnyvale.ca.gov</a>	7359	N/A	Therapeutic Rec/Inclusion/Rec Camp
Veronica Torrez	<a href="mailto:vtorrez@sunnyvale.ca.gov">vtorrez@sunnyvale.ca.gov</a>	7376	N/A	CSC/Youth Sports/Special Agreements/Field Rentals

# CASUAL EMPLOYEE HANDBOOK

## Managers

<b>Manager</b>	<b>Email</b>	<b>Ext.*</b>	<b>Cell Phone</b>	<b>Program Area</b>
Angela Chan	<a href="mailto:angelachan@sunnyvale.ca.gov">angelachan@sunnyvale.ca.gov</a>	7352	408-507-3188	Columbia Neighborhood Center and Special Projects
Jesus Raygoza	<a href="mailto:jraygoza@sunnyvale.ca.gov">jraygoza@sunnyvale.ca.gov</a>	7398	408-893-1603	Youth & Family Resources
Michele-Bridget Ragsdale	<a href="mailto:mragsdale@sunnyvale.ca.gov">mragsdale@sunnyvale.ca.gov</a>	7338	408-515-6421	Administration, Marketing and Events
Tracey Gott	<a href="mailto:tgott@sunnyvale.ca.gov">tgott@sunnyvale.ca.gov</a>	7365	408-728-1316	Sports and Facilities
Trenton Hill	<a href="mailto:thill@sunnyvale.ca.gov">thill@sunnyvale.ca.gov</a>	7378	408-605-2465	Arts & Marketing

## EMERGENCY USE ONLY

\*In case of life-threatening emergency or damage to City property.

<b>Superintendent</b>	<b>Email</b>	<b>Ext.*</b>	<b>Cell Phone</b>
Damon Sparacino	<a href="mailto:dsparacino@sunnvale.ca.gov">dsparacino@sunnvale.ca.gov</a>	7342	408-930-4640

## CUSTOMER SERVICE

The City of Sunnyvale's Recreation Services Division strives to provide the best Customer Service possible. You have more face to face with the public than any other City staff member. Unlike the dress code, or how to fill out a timecard, customer service is not rule-driven; rather, you have flexibility.

### Customer Services Best Practices:

#### 1. Acknowledge the Customer

Say hello and make eye contact, even if helping another customer. They want to feel seen, and to know that you are approachable.

#### 2. Connect with the Customer

This is critical. This is where you establish rapport and begin a relationship. Connecting means you're building trust that runs both ways. Do this by engaging your customer. Start by giving them your name and asking theirs. Be interested in them and what they want. Ask questions. Listen. Respond appropriately. Have a conversation with them. Be genuine.

#### 3. Discover What They Want

If you have genuine conversations with your customer, you will discover what they want. They don't always know what they want, or they might have trouble expressing it. Often people know what they want but are unsure how to get it. That's where you come in: ask pertinent questions and pay attention to the answers. You can help guide them to getting what they want. That's how you keep customers feeling comfortable enough to come back.

#### 4. Know What You Can Do

We cannot always give the customer everything they want. Do not promise something you cannot make happen. If the customer insists, this may be a good time to involve your supervisor.

#### 5. Ask for Help

It's okay to not always know the answer. It is always better to tell a parent or participant you do not know than to give them false information. If you are not sure, seek help from a peer that may know the answer, or you can always let them know you will follow up with them after you find the right answer.

#### 6. Follow Through and Follow-Up

Solve their problem, find someone who can explain the solution. This pays huge dividends in customer loyalty. If they had a problem yesterday, check to make sure they are happy today. If you passed a question to your supervisor, check to make sure they got a response.

## 8. Thank Them

This often gets forgotten or it gets treated lightly. Too often when we hear a "thanks for doing business with us" it sounds phony, forced or robotic. People often say it out of habit, but they put no feeling or authenticity into it.

So, when you thank your customers, be real about it. Make it genuine. Thank them in multiple ways, not just once. Make sure they know you are appreciative for their business.

After you take care of the basics, go the extra step to create an amazing experience:

- **Play** - Have fun and make the participants feel as though they can have fun while they are there.
- **Make Their Day** - When talking to customers, make eye contact and ensure the customer is your main focus.
- **Be There** - Give your full attention to the task or individual in front of you. People sometimes might be there physically, but their presence of mind is elsewhere. "Be there" means to be at the workplace in mind and body; to be completely focused on your work and others around you. Your example will also help other employees stay present and maintain a positive attitude.
- **Choose Your Attitude** - Choose to be nice and friendly every day and that good feeling will spread to others.

Above all, treat others as you would like to be treated yourself. This applies to interactions with your co-workers as well. They are classified as "Internal Customers" and need to be treated with the same respect, customer service and positive attitude.

## Professionalism

At work, you will be watched by your peers and residents of all professions, most of which are parents. Please think about the responsibility of this unique position, as you are often responsible for customers who are children ages 5-12. Make sure all interactions and behavior will pass the “headline test”, meaning if your actions were posted in an article somewhere, how would you be described? Communicating with Parents

From time to time you may have trouble with parents. There will be times when they will question your judgments as a leader. This is normal, so don't feel alone if this happens.

### Things to remember when dealing with parents:

- Always listen to their ideas and feelings. They are interested and concerned because it is their children that are involved. Encourage parental involvement and express appreciation for their interest and concern. This will make them more open and at ease with you.
- No leader can please everyone. Handle any confrontation one-on-one.
- Do not get defensive and do not argue with a parent. If they become overly difficult or if you feel uncomfortable, refer them to your supervisors.
- Resist unfair pressure. You are the leader, and it is your responsibility to make the final decision. Know what your objectives are and do what you believe to be of value to the children, not the parents. Have faith in yourself and your co-workers.
- Make certain that all parents know and follow the ground rules. Refer to the registration forms and parent welcome packets which contain camp policies and procedures. Parents and campers are responsible for knowing and following all camp policies and procedures.
- Be fair and consistent. Do not blame children for their parents' negative actions. If you change something, make sure parents and children are informed as soon as possible.
- Do not discuss individual children with other parents.

Always remember that you will be dealing with all types of children and parents with different backgrounds and ideals. One of your main challenges as a leader is to deal with these differences in a positive manner so the activity will be an exciting and enjoyable experience for all.

## It's all a part of the job

There are aspects of your job that you may not think of as being 'your job'. These include, but are not limited to:

- Answering phones
- Cleaning work areas
- Cleaning up kids
- Set-up and clean-up of facilities
- Answering public and participant inquiries
- Picking up trash

The image of the City of Sunnyvale is diminished if there is a bunch of trash around. Encourage this in program participants and make it fun for the kids. For example, make it a competition with a time limit (the person to get five pieces of trash first can be first in line). This is especially useful after each activity, lunch or snack time.

## Enthusiasm

Personal enthusiasm for your job and your participants is the number one key to successful recreation leadership. Here are some tips that can help you build a positive atmosphere for your activity.

- Be friendly in your conversations
- Be a good listener
- Make the participant feel welcomed and respected
- Be consistent
- Show a genuine interest in your participants' opinions
- Celebrate their growth and achievements
- Don't ignore problems at work or leave work feeling frustrated. Inform your supervisor of your concerns and problem areas to seek advice and support.

## What to Expect at Camp

Expect:

- to have fun
- to make some of the best friends you've ever had, both campers and staff
- to be exhausted and beyond exhausted at times
- to feel good about the work you've done
- to learn a lot about others and yourself
- to find out how strong your sense of humor really is
- to be frustrated
- to work hard
- to do some of the most embarrassing things you've ever done and to have a great time doing them
- to be outdoors – a lot
- to work long hours
- to have favorites but learn not to show it
- to feel needed
- to never have the exact same view of yourself, others or life ever again
- to have no free time during your shift
- to feel like quitting sometimes
- to work with others that may be different than you (age, race, religion, etc.)
- there to be a time when you think you know it all and then to quickly and strongly be proven wrong
- to be expected to follow rules even when you do not agree with them
- to feel like you have done your share and still be expected to do more
- to work with others who aren't as dedicated, or who don't pull their weight
- to laugh uncontrollably
- to want to cry at times
- to have the best experience of your entire life
- to make a huge difference in other people's lives and probably never get to see how much of a difference you have made
- to make mistakes and learn to laugh about them

# CASUAL EMPLOYEE HANDBOOK

## Gifts and Gratuities

- No City employee shall accept any gift, whether in the form of money, object, favor, loan or promise that would not be offered or given if the member were not a City employee. Gifts received by an employee should be immediately returned.
- If a gift comes your way, thank the person or group for their kind thoughts and as you return it, explain why you cannot accept it. If you have any concerns, check with your coordinator.

## Registration

Most of Recreation activities require pre-registration. Registration information is located towards the back of Activity Guides, which are available at the Community Center, Columbia Neighborhood Center and online at [sunnyvale.ca.gov/activities](http://sunnyvale.ca.gov/activities). You can always direct interested parties to the guide or put them in contact with one of three registration desks. Registration is easier than ever and can be done by the following methods:

Never allow parents to leave children with you if they are not registered in the program. If the child is not registered and they wish to register, direct the parents to one of the registration methods listed above. Online registration is only available until the camp starts. If the child's name is not on the roster, they may still be registered in one of our programs. Notify your coordinator/director and/or supervisor so they can verify which program the child is enrolled in. Do not allow the parents to leave until camp name and registration is confirmed.

Do not accept registration fees or forms. Payments are accepted by credit card, check or cash when registering in person at the city registration office.

**Online:** <https://www.sunnyvale.ca.gov/recreation-and-community/classes-and-activities>

**Email:** [Recreation-registration@sunnyvale.ca.gov](mailto:Recreation-registration@sunnyvale.ca.gov)

**In-Person (Office Hours are 8:30 a.m. to 5 p.m.):**

Facility	Phone Number	Address
Community Center – Recreation Building*	408-730-7350	550 E. Remington Drive
Community Center – Senior Center*	408-730-7360	550 E. Remington Drive
Columbia Neighborhood Center*	408-730-7800	785 Morse Ave

## Signage

Providing signage near the camp location serves many purposes. Each program should have the following signage, as appropriate:

- A welcome greeting to participants and their families
- Directional signs for those new to the program site or unfamiliar to the location
- When using signs always remember to keep it clean and keep it fresh.
- Check daily to assure we are putting our best foot forward

Any signs not made by hand should be in accordance with the City's marketing guidelines. Ask your coordinator for the Marketing Tool Kit branding guidelines.

## Telephone Manners

- City phones and cell phones are to be used for business and emergency calls only. Participants cannot use the phone except for an emergency.
- Use proper phone etiquette.
- How to answer the phone: "Hello, this is (Program Name/Facility Location), my name is (your name), how may I help you?"
- Be familiar with the other programs and camps that share the same City facility or that are in our division. Use the Activity Guide as a reference.
- Personal cellphones must be set to silent during your assigned shifts. Staff cannot make or receive personal calls or text messages while working. Personal cellphones should only be used as a back-up to conduct City business or in emergency situations.

## Radio Etiquette

On occasion radios will be provided by your coordinators for work communication purposes only. Be sure to utilize the proper radio channel given to you by your direct supervisor. All communication via radio must be appropriate and for work purposes only. Keep in mind that you never know who is listening in (i.e., the public, park rangers, police officers, or other radio users). Radios must be handled with care and charged for each day of the program. Radios may not be used for personal use.

## Lost Items or Valuables

Do not accept or take responsibility for any valuables no matter how small. If an item is turned in as a lost item, turn it in to the Site Lead so they can hold it in the Lost & Found. We strongly discourage participants and staff from bringing any personal valuables to any facility/program. Please encourage parents to label participants items with full name and phone numbers. The City of Sunnyvale is not responsible for any lost or stolen articles.

## STANDARDS AND PROCEDURES

All employees are required to become familiar with and follow the City of Sunnyvale's rules and standards of conduct.

As an employee for the City of Sunnyvale you serve as a representative of the City to the public. You have direct, daily contact with members of the public and it is important that you present yourself appropriately. The following areas are key to your success as a part-time City employee to support human relations.

- Speak to people
- Smile
- Call people by name
- Be friendly and helpful
- Show genuine interest in people
- Be generous with praise, cautious with criticism
- Be considerate of others' feelings
- Be alert to service needs
- Add to this a good sense of humor, a big dose of patience and a dash of humility

### Training Policies

Each staff is required to fulfill all training sessions required by their individual program. These trainings may include program orientation, CPR/First Aid, specific program training and usually on-the-job training.

### Staff Expectations

#### Know The Basic Customer Service and Registration Rules

- Acknowledge, connect and discover what the customer wants.
- Understand and know the basic registration information and rules.
- Do what you can, follow up and thank the customer.

#### Follow Facility Basic Rules and Procedures

- Familiarize yourself with the facility.
- Know emergency procedures for each facility.
- Answer phones and keep work areas clean and tidy.

#### Be On Time and Know Your Schedule!

- Refer to When to Work Schedule.
- There is an app you can download to your phone.

# CASUAL EMPLOYEE HANDBOOK

## Always Be Prepared

- Have all materials ready.
- Know what the plan is for the week, day and hour.

## Safety, Safety, Safety

- Know and understand our guidelines for safety, illness, and injury.
- Be prepared for situations/accidents that can include fire, explosives/bomb threats, earthquakes, floods, and medical emergencies.
- Review and understand the City's illness prevention and sun/heat safety protection plans.
- Familiarize yourself with safe lifting, ladder safety, and fire extinguisher use.

## Contact Information

- Keep your supervisor's phone number and all applicable contact information handy.

## Be a Role Model and Mindful of Your Language, Behavior and Attitude

- Participants and volunteers will look up to their leaders. Therefore, it is important to always be mindful of your language, behavior, and attitude.

## Mentor Volunteers

- Motivate, coach and support your volunteers.
- Make them part of your team and encourage them to take initiative.
- Provide constructive feedback and help them gain leadership skills.

## Check-in/Check-out and Emergency Cards

- All staff should be knowledgeable of check-in/-out procedures. 1-2 staff will be assigned to facilitate sign-in/-out to ensure that participants are registered for the program and that their completed emergency cards are on file.
- Every participant must have a current completed Emergency Card on file upon sign-in. Participants may only be released to people listed on their Emergency Card. It is important to remind guardians who fill out the Emergency Card to list all persons that will be picking up their child.
- At pick-up, ask for a photo ID and check the Emergency Card to make sure they are on the authorized list.
- If guardians wish to make any changes to their child's Emergency Card, including adding people authorized to pick up the child, they must come to the camp and make those changes in person or edit their ePACT and alert camp staff. Other forms of communication will not be accepted.

# CASUAL EMPLOYEE HANDBOOK

- In the event that someone not on the authorized list attempts to pick up the child, staff must use the camp phone to call the guardian using the numbers provided on the Emergency Card and obtain the guardian's verbal permission to release the child.
- In the case where a non-custodial parent is denied access to their child by a court order, the custodial parent should provide camp with a copy of the court order. If the non-custodial parent attempts to pick up or have contact with the child, explain to the parent that we have a court order on file that prevents us from allowing their access to the child. Make sure staff members stay with the child, call the police immediately and inform the custodial parent of what happened.
- If a child is registered for more than one camp session, guardians do not need to fill out new Emergency Cards for each session. However, at the beginning of each session, staff must have guardians review the Emergency Card on file and verify the information is up-to-date and accurate before the child can participate.
- Guardians or authorized personnel must sign the child in and out every day. Participants may sign themselves in/out if guardians have given permission on their Emergency Card.
- Ensure camp information board is updated
- Have appropriate number of staff check-in/-out participants
- Have program information printouts (newsletters, activity guide, etc.) available at the check-in table.
- For new participants, have guardians legibly fill out an Emergency Card if they do not have an ePACT. . It is recommended that each Emergency Card have two emergency contacts that are different from the primary guardian.
- For returning participants, at the beginning of each session/week, make sure their Emergency Cards are on file and up to date. Guardians must come to the camp to make any changes to the Emergency Card or make them online on ePACT.
- Communicate with parents any issues regarding their child or any important information pertaining to items needed for the next program day.
- Participants can only be checked out by someone listed on their Emergency Card. Check emergency card for participants authorized for "Independent Dismissal". Check the adults California issued ID to ensure that we are releasing to the appropriate person.

## Be Responsible and Accountable for All Paperwork Collected

- Complete timecards on ESS accurately and turn submit based on your supervisor's expectation.
- Fill out and turn in Accident/Incident Reports within 24 hours of the accident/incident.
- Turn in Petty Cash Forms and original receipts for pre-approved purchases of \$5 or more within 3 days of purchase. No personal items can be on the receipt, or you will not receive a reimbursement.

# CASUAL EMPLOYEE HANDBOOK

## Create and Enforce Rules

- All Staff need to work with the participants on the first day of each session to establish the rules that will help the program stay safe, organized, clean and fun.
- Rules should be posted where participants and staff can see and review at all times.

## Plan, Implement and Lead a Variety of Non-Competitive Activities

- Work as a team to plan a variety of fun and engaging games, sports and crafts every day. Avoid activities that tend to create too much competition or frustration. Activities should be safe, inclusive and fun.
- Plan ahead of time but be flexible. Review the inventory of supplies at your site and be creative with them. Use environmentally friendly materials and limit waste.
- Work with your Camp Director and/or Coordinator to create a list of supplies that are needed for the camp but not available at your site. Specify the sizes, colors, amount, etc. and turn in the list to your Camp Director or Coordinator at least two weeks before you need them.

## Know your Numbers

- Headcounts: Know your program enrollment number and the actual number of participants signed in every day.
- Do head counts every time the group comes back together as a group and every time you split up before an activity.

## Be Reliable, Consistent and Communicate

- Be clear and use simple words so participants understand exactly what you mean.
- Be consistent and follow through with everything you say.
- Work with other staff at the site to come up with a set of guidelines and best practices. Camp rules apply to staff, too.
- Be flexible when situations arise. Trouble-shoot and provide alternative solutions while trying your best to honor your commitments.

# CASUAL EMPLOYEE HANDBOOK

## Medication

- Children are generally not permitted to bring non-prescription or prescription medication to camp. Staff is generally not permitted to store or administer any type of medication to participants. If a participant needs to take medication, only a legal guardian can administer the medication unless prior arrangements have been made.
- To make these arrangements, parents/guardians must complete and submit a permission to dispense medication form. Both the parents and appropriate staff should have a conversation to identify how and when the medication should be administered and stored.
- The City of Sunnyvale will make reasonable efforts to accommodate persons with disabilities in accordance with the Americans with Disability Act. (See the form section of this manual)
- Any medication that is brought to camp as arranged for under the Americans with Disabilities Act must be clearly labeled in its original container along with a signed medication form.
- Staff will need to refer parent to their supervisor to obtain medication forms. All medications must be turned into the site director to be stored in a secure place and tracked on the storage log (see the form section of this manual). The site director or their designee will be responsible for dispensing the medication and documenting this action on the medication log (see the form section of this manual). Parents should be advised to check the medication log daily when picking their child up. If medication needs to be refrigerated, please contact your program coordinator.

## Accident/Incident Reports

- Report all accidents and injuries to your Coordinator by filling out the Accident/Incident Forms within 24 hours. Be clear and concise and write legibly. Once completed, place the form in your Camp Director or Coordinator's box and follow up if the incident needs additional attention.
- When an employee or volunteer is injured on the job, contact the coordinator and fill out an Accident/Incident Form immediately. Employees and volunteers who are injured while working are covered under the City's workers' compensation insurance. The City of Sunnyvale will instruct the employee about their next actions (see the form section of this manual).
- When an incident or injury occurs involving a participant, contact the guardian immediately if it is serious. Otherwise, notify the parent/guardian about the incident upon pick-up that day.

## Childcare Provider

- The City of Sunnyvale's recreation programs are not considered licensed day care. Therefore, staff cannot sign any childcare tax forms. If a parent insists that staff sign these forms, please refer them to your Coordinator. If parents are requesting the City's Tax ID number, please refer them to the Community Center.

# CASUAL EMPLOYEE HANDBOOK

## Evaluations

- All Casual/Casual Seasonal Part-Time Employees will be evaluated by their Site Lead or Coordinator at least once a year or during the program time period. Evaluations will be made based on ability to plan, implement and lead a variety of recreational activities, as well as ability to follow City policies/procedures and interact with other staff, participants, parents and public. Your evaluation will be taken into consideration in determining your rehire status for next school year or summer.
- To move up to the next pay step, an employee must complete all the following:
  - Have worked in the classification and pay rate at the same step for a minimum of 12 calendar months
  - Have worked at least 200 hours in the same classification at the same step
  - Received a satisfactory performance evaluation
  - NOTE: Moving up a step is not guaranteed

## References

All employees must fill out a release of employment information. Supervisor may not give a professional reference, as they are not allowed to speak for the City. All reference requests will be sent Human Resources.

## Facility Procedures

### Use of Facilities/Keys

You may not use your keys or any other staff member's keys to gain access to the facility during unscheduled times. Unauthorized use of the facility may result in termination of employment.

A log is maintained as to which staff member has which keys. You are responsible for the key(s) that are issued to you. Report lost or stolen keys to your Coordinator immediately. There will be a charge for each lost key. The cost will vary depending upon which key is lost and the cost to change locks.

### Building Access Security

Temporary part-time employees are not allowed on City of Sunnyvale property after hours without prior authorization from their direct Supervisor.

### Opening

- Make sure facility is clean and safe to use.
- Unlock doors and inspect facility for any noticeable damages from previous users.
- Take pictures of the noticeable damage if applicable and document with supervisor.
- Set up active learning stations with games, crafts and books.

## Closing

- Put away tables, chairs and any other equipment that were taken out of storage during the day. Pick up trash and make sure the facility is clean and tidy.
- Take down any posters or wall hangings specific to your program.
- Complete the Daily Log, debrief and make suggestions for future activities/practices. If money is collected, tally fees, put it in an envelope and secure the cash box.
- Turn off all lights, AC, fan, or heater.
- Make sure all windows are latched and doors are locked.
- Last staff to leave must do a final walk-through before leaving.

## Maintain a Safe Environment for Children

- All chemicals (cleaning detergents, disinfecting wipes, rubbing alcohol, etc.) should be stored in a child proof cabinet and always kept out of reach of children.
- The chemical is to remain its original container (do not
- Continuously scan the building and outdoor activity area for tripping hazards and any chemicals that may be left out.
- Notify your supervisor immediately if an unsafe hazard, such as a broken piece of equipment, glass, sharp edge, etc. is found.

## Restroom Procedures

These procedures are intended to reasonably protect children from suspicious or unknown individuals in restrooms and locker rooms, as well as protect staff from allegations of inappropriate behavior. Under no circumstances should staff allow themselves to be in a one-on-one situation with a program participant or volunteer in a restroom or locker room.

### Prior to allowing participants to enter a restroom or locker room:

- Check for suspicious people
- Give participants clear directions on use (i.e., wash hands, where to go when done, etc.)
- Make sure area is clean and well lit

### Restroom environment

- For private or single use restrooms after you have ensured a safe environment staff should remain just outside the restroom.
- Have participants form a line outside and allow each child to use restroom when a stall becomes available.
- Staff should avoid escorting a child into the restroom.

# CASUAL EMPLOYEE HANDBOOK

## Locker Room environment

- A minimum of two staff should accompany the group of participants to the locker rooms if they are changing and using the restroom.
- Determine a large enough area for your participants to be in.
- Maintain privacy while ensuring the safety of participants.
- Under no circumstances should staff allow themselves to be in a one-on-one situation with a program participant or volunteer in a restroom or locker room.
- Enforce and utilize the “Buddy System” when using the restroom (with exception of sensitive bathroom issues with participants).
- Depending on program type and environment (ages, population, location) staff should escort participants (buddy groups) to the restroom.
- Plan restroom breaks as appropriate for each program, age group and individual participant needs.
- Talk with parents if participants are having accidents or restroom issues.

## Use of City Equipment

Employees may not use City supplies, material, equipment or property for personal use. All property of the City of Sunnyvale is always to remain on City property. If equipment is damaged due to employee negligence, the employee may be held responsible for equipment replacement. Any equipment found to be defective or damaged should be reported to the program/facility Coordinator immediately.

## Visitors in the Workplace

Employees may not have visits from friends or family while the employee is on duty.

## Selling on City Premises

Solicitation of non-City business on City property is prohibited. This applies to outside salespersons and City employees.

## Ethical Standards

The City of Sunnyvale insists on the highest ethical standards in conducting its business. When faced with ethical issues, employees are expected to make the right professional decision consistent with the City of Sunnyvale’s principles and standards.

## Personal Appearance Standards

The City of Sunnyvale's staff style is a classic look that is clean, natural, polished and professional and avoids "cutting edge" trends or extreme styles. It is designed with both our uniformed and non-uniformed staff in mind. The standards include, but are not limited to, the following:

Hair:

- Head - Hair should be neatly combed and clean. Extreme styles are not permitted. If the hair color is changed after being hired, it must be natural looking, and well maintained. Subtle highlighting is permitted.
- Face - Beards and goatees must be neat and trimmed. Sideburns cannot extend below the ear lobes. Mustaches must be neatly trimmed and cannot extend below the corners of the mouth.

Specific program grooming requirements may vary. Please see your supervisor for specific information.

## Uniform Requirements

Staff may not alter their uniforms in any way without supervisor permission. You are expected to wear your full uniform as it was issued. Remember you are working for the City of Sunnyvale and your uniform is part of the City's image.

Please note that the uniforms are the property of the City. If your employment is terminated, whether initiated by you or by us, your uniform must be returned, clean and in good shape.

- City issued Staff shirt: Shirts may not be rolled, cuffed, tied in knots, cut, or altered in any way.
- Shorts/pants: Shorts no shorter than the tips of your fingers when your arms are hanging at your side and no longer than bottom of knee. Pants may not drag on the ground and must set on your hips with no visible undergarments. Shorts or pants must be worn correctly around the waist and pant legs may not extend beyond the top of the shoe.
- Shoes: Sturdy closed-toe rubber sole shoes. Sandals are not permitted unless you receive prior approval from your program coordinator. Exceptions are made for aquatics staff.
- Lanyard with name tag.
- Clothing may not be oversized, faded or have rips/tears.
- In case of cold or rainy weather, employees may wear sweatshirts. If they have not been issued a City sweatshirt, artwork or logos must be appropriate for our family friendly environment.
- ID name tags must be worn on the outside of the sweatshirt.
- City uniforms may not be worn outside of work hours.

When it is appropriate to wear a swimsuit for special events, field trips or for aquatics personnel, bathing suits must be appropriate for our family environment.

- Female: one piece or sport style tankini

# CASUAL EMPLOYEE HANDBOOK

- Males: shorts type style and can be no shorter than the tips of your fingers when your arms are hanging at your side and no longer than bottom of knee
- Conservative-styled sunglasses are suggested.
- Sunscreen: apply throughout the day when you are going to be outside for extended periods of time.

## Name Tag

Certain staff will be issued a name tag with their uniform. These are always to be worn while on duty. No additions are to be made to them and nothing else is to be worn on your uniform that is not City issued. You are always required to have your name tag on as long as you are in uniform. You may not wear your name tag if you are not in uniform without supervisor approval. If you lose the name tag, see your supervisor to purchase a replacement. You will be charged \$5.00 for each replacement.

## Communications

### Participant Behavior

Whenever you are at work, it is important that all conversations be appropriate for the workplace. Swearing, conversations of explicit nature, inappropriate jokes, or any type of harassment are not appropriate (see Appendix section O for the Policy Against Harassment, Discrimination and Retaliation). It is also very important that leaders do not discuss information about participants, parents, or co-workers while on duty. This is to protect the children's confidentiality and self-esteem. If you need to discipline a child, please do so away from the rest of the group, when possible, but still in visual range of the children you are supervising. Remember, discipline in private and praise in public. If you need to discuss a child with another staff member, do so when you are not with the children. It is never appropriate for staff to call children or other staff names, tease the children or use sarcasm when speaking to children. Remember that you are role models to the children.

Each child in your group needs to receive the same amount of care, supervision, attention and inclusion in the group's activities. An important part of the leader's role is to ensure that each child feels that they are a part of the group. If a child is being left out by the other children, it is your job to draw them into the group.

Program rules should be applied to all participants evenly and consistently. Leaders should not show any favoritism toward particular participants. Leaders should make a conscious effort to spend time with each participant in their group each day. Children are never to be referred to as "good" or "bad" and children should not be compared to one another.

### Staff interaction with participants outside of City programming

Casual employees may be approached by a patron for services to be performed outside of City employment (such as babysitting or private swim lessons). City employees may engage in outside employment if such activities do not interfere with the employee's responsibilities to the City. The City, however, advises:

- Make clear to the parents that this is outside of your role and responsibility as a City employee and the City does not assume liability for interactions with patrons outside of work.

# CASUAL EMPLOYEE HANDBOOK

- Staff should not identify themselves as a City employee during these interactions through identification, uniforms, etc. Once an employee has completed the required City shift, items that identify the individual as a City employee (i.e., nametag, shirt, etc.) must be removed prior to performing work for any other employer.
- Staff should not use City resources (i.e., supplies, equipment, facilities, vehicles, etc.) for interactions outside of work.
- Under no circumstance are casual/seasonal employees to solicit employment by a patron or to discuss such potential employment during work hours and/or while in uniform.

Violation of the above requirements may lead to termination from City employment.

## Staff Meetings

In order to keep the communication channels open, your supervisor will conduct general staff meetings and specialized training sessions. Employees are required to attend all staff meetings unless other arrangements have been made with your supervisor.

## Electronic Media & Social Media

It is imperative that you think before you post and that you understand once something is on the internet it never truly goes away. Please be aware that any reference to the City of Sunnyvale or your employment here can have unexpected repercussions. We also advise you not to engage in “friending” participants, because it can cause conflicts and blur the lines between professional and personal relationships. You are not authorized to set-up any social media groups that claim affiliation with the City of Sunnyvale and its affiliates.

## Media Procedures

All communication with the Media must only be done by authorized City staff. When contacted by the media, respond that you are not authorized to speak for the City. Direct the caller to contact your program coordinator to identify the appropriate authorized staff.

## Political Activity

You should not say or publish anything that implies City endorsement of any candidate or policy. You may not engage in political activity, including soliciting funds or being solicited for funds during work hours, on City premises or while wearing a City uniform.

## PARTICIPANTS AND PROGRAMMING

### Ages and Stages of Children

The ages and stages listed below are designed to provide you with age-appropriate information to help you understand and care for children.

#### Preschool (3 to 4 1/2 years old)

- Preschoolers are soaking up information like small sponges at this stage in child development, although their mental abilities will range greatly.
- Most will know their name and can sing their alphabet as well as several songs.
- Some preschoolers can read before they enter kindergarten.
- Potty training is usually accomplished in the preschool developmental stage and dressing themselves is usually mastered during this time.

#### School Age (5 to 9 years)

- Children develop friendships with others and are also more able to perceive stress.

#### In Be "Tween" (10 to 12 years old)

- Children ages 10 to 12 years old are often referred to as "tweens" because they are neither young children nor teenagers.
- May be going through puberty.

### Ways to Talk so Children Will Listen

The way you talk to a child teaches them how to talk to others, and also helps you in teaching children how to have better behavior.

#### 1. Connect Before You Direct

- a. Get to know your participants on a personal level. Help them relax and stay engaged with camp activities.
- b. Before giving children directions, squat down to the child's eye level and engage the child with eye contact to get their attention.
- c. Teach them how to focus: "Jose, I need your eyes on me." "Sneha, I need your ears." Offer the same body language when listening to the child.

#### 2. Address The Child

- a. Speak clearly and slowly using a calm voice, especially when resolving conflict.
- b. Use drawings and signs as visual aids when needed.

3. **Open your request with the child's name:** "Lauren, will you please..."
4. **Stay Brief**
  - a. Use the one-sentence rule
5. **Stay Simple**
  - a. Use short sentences with one-syllable words. Listen to how kids communicate with each other and take note.
  - b. When the child shows that glazed, disinterested look, you are no longer being understood.
6. **Ask the child to repeat the request back to you:** If they can't, it's too long or too complicated.
7. **Offer a valid reason for your request.**
8. **Be Positive:** Instead of "No running," try: "Inside, we need to walk."
9. **“When...then.”:** "When our work is finished, then we can play outside." "When," which implies that you expect obedience, works better than "if," which suggests that the child has a choice when you don't mean to give them one.
10. **Give choices:** "Do you want to wipe the table, or throw away the trash?"
11. **Use correct social protocols:** expect every child to be polite. Speak to the children the way you want them to speak to you.
12. **Use “I” statements:**
  - a. Threats and judgmental openers are likely to put the child on the defensive. "You" messages make a child clam up.
  - b. "I" messages are non-accusatory. Instead of "You'd better do this..." or "You must...," try "I would like...." or "I am so happy when you..."
13. **Never threaten, coerce or strike a participant.**

## Camps/Youth Programs

### Youth Participant Supervision

Leaders need to be aware of all the children in their group and what they are doing while remaining aware of the group dynamics as a whole. If you need to speak to a parent or co-worker please do so with your eyes on your group, in your line of sight or ask another leader for help supervising your group. Never leave a group of children unattended or send a child off by themselves. Be advised volunteers are not authorized to watch children on their own. A paid staff member must be always present.

Participant supervision and tracking protocols must always be used. These include, but are not limited to, the following:

- Dividing the group of participants into smaller groups with designated leaders
- Learn the participant names and how they prefer to be referred to
- Observe what each participant is wearing each day
- Provide constant supervision during playground visits and in other public areas
- Provide the participants with identifiable name tags, bracelets, shirts, etc.
- Regularly count and check in the groups/participants
- When on field trips, identify a group check-in area, ensuring all participants and leaders know where to go if separated

### Lost Participants:

Despite our best efforts, children sometimes wander away. The first step in prevention is to know which kids tend to wander. The second is to be vigilant and take appropriate measures to keep the children together. Inform the kids that if their buddy is lost, they need to let their leader know immediately. Let them know the rules! Give them a place to go (home base) or a procedure to follow if they do get separated from the group. Stress that they have a responsibility to stay with the group.

- Remain calm, and make sure that the other participants are collected and properly supervised
- Call staff and participants together; groups will be re-arranged to allot for staff to assist in a search
- Divide all available resources and efforts in locating the lost participant
- Set agreed upon lines of communication (i.e., cell phones, radios, meeting points) while conducting the search
- Remaining participants and staff not assisting in the search should remain waiting at the preplanned “home base”
- While on a field trip contact the facility’s information booth or uniformed staff and alert them so they can assist in the search.
- Contact your site lead and/or coordinator immediately
- Search the obvious areas: restrooms, first aid stations, front desk, camp/classroom buildings, and playgrounds
- Your coordinator will determine the further course of action

# CASUAL EMPLOYEE HANDBOOK

- At conclusion of the incident, prepare the Accident/Incident Report

## Late parent pick-up policy for staff:

- In an on-going effort to keep children safe, please be aware that it is the parent or guardian's responsibility to supervise their child until the class begins and as soon as the class ends. It is not your responsibility to supervise the participants before or after class. A parent or guardian should make every attempt to notify you if they are going to be late.

## What to do if a parent or guardian is late:

- The first time a parent is more than 15 minutes late you will issue a verbal warning and explain our late parent pick-up policy. Document every time a parent or guardian is late to pick up their child in the program binder's daily log. If the program does not keep a daily log, then leave a note for your program coordinator.
- If a parent is consistently late, they may be subject for removal from the program.
- The second time a parent is more than 15 minutes late, a \$15 charge will be assessed for every 15 minutes a parent is late. You will remind them of our late parent pick-up policy and notify them of the amount due (see the form section of this manual). The fee will be assessed per child in the program. Parents should visit the Community Center Complex to submit payment. If they do not pay the fee, their child will be prohibited from participating in future programs through the Library and Community Services Department.

## If a parent is more than 15 minutes late, you will:

1. Call the parent/guardian of the child.
2. If you are unable to reach the parent/guardian after calling all the numbers listed, call the emergency contacts on the registration roster or emergency card.
3. Continue calling until you get in touch with someone.
4. If you need to leave a message, identify yourself and the program you are supervising, explain that their child is okay, when the program ended, state that they are late to pick up their child and a number where you can be reached.
5. Find out why the parent/guardian is late and when they will be there to pick up the child.
6. Call your program coordinator if the parent is more than 20 minutes late or you cannot stay after your shift is over to supervise the child. If necessary, the program coordinator will come to the site to assist.
7. The program coordinator may call Public Safety if an hour has passed, and staff have not been able to contact a parent/guardian and speak with them.
8. If the class is at the Community Center and it is not the last class for the instructor, then the instructor keeps the child in their class until the parent arrives.
9. If the class is at the Community Center and it is the last class for the instructor and if the program coordinator cannot be reached, then instructor must stay with the child until the parent, coordinator or Public Safety shows up to assist.
10. Fill out an incident report and turn it in to the program coordinator before you leave.

## Large Group Management with Youth

Do not assume that participants know what appropriate and expected camp behaviors look like. Instead, make it a priority to help them understand camp expectations and routines to make this information explicit.

- Spend extra time discussing expectations at the beginning of the program; this plan will help participants get into the practice of following rules right from the start.
- Reteach your goals throughout the program, and make sure your participants are familiar with these goals. It could be helpful to display them in your classroom or outdoor camp area.
- Make your goals easy to understand and measurable (e.g., if your goal is to "be respectful" make sure your participants know what that means. Provide them examples of respectful behaviors that you expect from them).
- Generally, do not exceed five expectations at a time; too many expectations will cause participants to forget directions.
- Adapt expectations based on context such as group size or setting.

## Reward positive behaviors

- Giving behavior-specific praise that identifies what the participant has done correctly is a powerful strategy for increasing good behavior.
- Assess what rewards are reinforcing for your participants. Rewards only work if the participant finds them reinforcing, so rewards may need to be tailored for individual students.

## Recommendations for Staff

- Use specific rules you are willing to enforce.
- Be consistent in treatment of misbehavior.
- Do not use overly harsh or embarrassing punishments or punishments delivered without accompanying support.
- Do not use corporal punishment.
- Do not try to solve problems alone if you have serious concerns about a student. Refer to your supervisor.

## Youth Activities & Training

Open and frequent communication is essential to a smooth-running program. Staff should communicate regularly about activities, supplies, schedules and the children in your group. Any information about a child, which is communicated by their parent, should be shared with all applicable staff and/or coordinators. While supervising children, leaders need to communicate to ensure that all children are being supervised. If you need to leave your group for any reason, you must communicate with another staff member and ensure that supervision will be maintained. As a reminder, volunteers cannot be left in charge of participants. Staff members also must communicate any changes in the lesson plan to the coordinator. Below are four elements of a smooth-running program with regards to day-to-day activities.

### Weekly Camp Calendars/Plans

Your Site Lead should have an agenda or daily lesson plan for the whole week. Always allow yourself enough time to review the agenda or daily lesson plan allotting an appropriate amount of time to read through what is expected for the day and the week ahead. Ask questions if something is unclear before the day starts.

### Transitions

You should always know when to transition into the next activity and get this done quickly to keep the children engaged. Have the next activity set-up by a staff member or volunteer to ensure smooth transition. Take time to make sure that all children understand the next activity before starting. You can refer to the Large Group Management section for more detailed information.

### Fill in Activities

This is always a must! Have a back-up activity ready to go in case the planned activity is not keeping the children engaged. Talk about backup plans with staff before the day starts, understand that you may need to make a quick decision.

### Inclement Weather

Throughout the year there will be days when it rains or becomes excessively hot, creating an unsafe environment for outdoor activities. If the environment becomes suddenly unsafe, for example, if you see lightning or hear thunder it is your responsibility to notify your Site Lead immediately. Keep participants safe and comfortable by having a great time with activities and games that take place indoors or in the shade when appropriate. Always have a few back up ideas and avoid screen time on these days.

## Disability Awareness, Inclusion & Behavior Management

We are offering programs in a diverse community, which can present many challenges as well as opportunities for discovery. This information is designed to be a resource guide for you to use in delivery of recreation programs. It is by no means all-inclusive and is meant to be a springboard of ideas to help you create new ways of adapting program delivery in a changing community.

## Diversity Challenges

Here is a list of some challenges that you may encounter, and a few suggestions on how to surmount these situations

## Communication

### Translator

See if there is a family member, friend, or staff member who can provide translation.

- Depending on your needs, the translator can remain with the participant to provide the service during the entire activity or translate it once.
- The translator can help you “teach” some words to the participants on the first day.
- Learn how to say: “Hello” “Goodbye” “Friend” “Have fun” “Line-Up” “Understand” “Yes” “No” “Help”
- The translator may be able to remain “on-call” to provide help as needed.
  - Example: On the first day of camp a translator could stay for the first hour or so until the participant feels comfortable, and you have had a chance to establish some key phrases.

### Tool and Tips

- Communicate with family for any tools used at home as well as in school
- Communication Boards/Icons
- Develop a transition board, which will allow the participant to see what activities are next
- If working with a participant that is hard of hearing be aware of body language, speed of speech and any oral distractions (i.e., gum or food)

### Verbiage

Speak distinctly and slowly and choose your words carefully.

- Use simple, common words.
- Avoid slang and idioms like “raining cats and dogs.”
- If participants only have a basic understanding of English, they will probably take what you say literally.
- Be careful of using double negatives that may convey the opposite meaning of what you intend.
- Avoid questions that can be answered in yes or no, have the participant demonstrate that he or she understands.

## Demonstrations/Modeling

“A picture is worth a thousand words” often holds true in these cases.

- Demonstrate:
  - If you are having challenges communicating how to do something, then show how to do it with your body.
- Model the action/behavior you want to see:
  - Telling a child to kick a soccer ball with the inside of their foot may be a tough lingual endeavor but showing how to do it is easy. Go the extra step and point to the inside of the child’s foot and then the spot on the ball that they should aim for.
  - The word “cartwheel” is probably going to be tough to convey, but students can watch you do it if you repeat it several times.

## Cultural Differences

### Physical Contact

Participants from different cultures may interpret gestures or contact that you make with them in a different way than you intend.

- This may alert you to why a participant is uncomfortable with a certain situation or why they reacted to you in a specific way.
- It may provide an explanation for a change in behavior.
- Remember that these can apply to participants or their parents.

### Cultural Restrictions or Limitations

There may be practices or cultural mandates that would prohibit certain individuals from participating in our program under our current regulations.

We need to adapt those rules (when possible) to allow for all to participate.

Example: Some cultures require that women cover their entire body.

Restriction: One of our pool rules is that street clothes are not allowed in the pool.

These would seem to be mutually exclusive.

Reason for rule: Safety (so that clothes don’t cover faces or can be grabbed by other patrons), and maintenance (street clothes worn outside will introduce dirt into the pool, snaps and zippers can harm pool plaster, and fraying threads can clog the filter).

Resolution: Allowing the woman to wear tight fitting leggings and a long sleeve shirt that could be tucked into the waistband of her leggings. This solution satisfies both the participant’s need for modesty and our need for safety.

## Opportunities for Growth

There are ways that you can include your participants' diverse cultural background and experiences to enhance your teaching.

### Ask Questions

Ask questions and let participants talk about their culture, country or origin.

- Follow-up on comments these participants might make, show interest in their culture.
- Whenever you are discussing a tradition, skill or concept, ask if anyone knows something like it or has done it before in a different way.

### Be Open-Minded

Be open-minded and keep your ears open.

- Listen for ideas that your participants may give you and weave them into your curriculum.
- The ideas they offer or subjects they talk about may not exactly be what you were planning on doing, but you can usually alter your course somewhat to include them.

Example: At day camp if you were planning on a game of T.V. tag and one of your participants tells you about a game that they play in their culture. Ask them to show and/or tell you how to play it. Try to play that game instead or include it into your lesson plan for later that day or for that week. It's a good opportunity to share ideas and learn new games.

## ADA – Americans with Disabilities Act

ADA is a law that ensures the City of Sunnyvale will make reasonable effort to accommodate persons with disabilities. If a person requires reasonable modifications, they should contact the program supervisor at least fourteen days in advance of the program or activity.

- We will meet the individual needs of participants in an inclusive setting.
- Individuals will be given access to all recreation programs.
- If there is a question about an individual participating in a program, ask the Site Lead and/or a Coordinator. We will be happy to provide you with any needed additional resources if it applies to one of the summer programs.

### City of Sunnyvale Policy, "Program and Serve Accessibility for Persons with Disabilities":

The purpose of this policy (Administrative Policy Manual – Chapter 1, Article 11) is to ensure that no qualified individual with a disability is excluded from participating in, or denied the benefits of, the programs, services, and activities of the City of Sunnyvale.

This policy does not apply to employment-related complaints of discrimination, or requests for reasonable accommodation in employment which are governed by Chapter III of the Administrative Policy Manual (Personnel Policies).

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## Policy

It is the policy of the City to comply with all applicable laws prohibiting discrimination against individuals with disabilities, including, but not limited to, Title II of the [Americans with Disabilities Act of 1990](#) (“ADA”) and [Section 504 of the Rehabilitation Act of 1973](#).

Things to Remember:

1. Everyone has the right to access services and programs offered through Recreation Services
2. No individual with a disability wishing to enroll in a program/class/activity/event can be told that they cannot participate because of their disability. Making this statement is not representative of the inclusive philosophy of this department and it is against city policy and ADA law. Always follow the process listed above.

No staff has the authority to deny service to anyone with a disability.

## Working with Older Adults

The Sunnyvale Senior Center provides a variety of educational, recreational and health-related services for adults 50 years of age and older.

### Services include:

- Lunches
- Fitness Room
- Exercise classes
- Art classes
- Care management
  - o Care managers are a great resource if you have questions about elder abuse or are looking for resources in the area for older adults.
- Socializing through special events
- Drop-in programming

### Tips for working with older adults

- Be patient and compassionate
- Allow extra time for conversations to help build rapport. This will allow you to have time to repeat, give time for auditory processing, etc.
- Sit face to face, to make it easier for you to be heard and understood.
- Maintain eye contact, to let the person know you are interested and engaged.
- Use active listening and avoid interrupting
- Ask questions instead of making assumptions
- Demonstrate empathy, opportunities for you to respond to someone’s emotions to show you understand.
- Speak slowly, clearly and loudly

- About one quarter of adults ages 65-75 and half of adults over 75 experience age related hearing loss.
- Speaking slowly and loudly helps mitigate confusion
- Use short, simple words and sentences
- Stick to one topic at a time

## Organization & Planning

The camp/program you will be working with has been in the planning process for several weeks. The coordinator has been gathering supplies and equipment, hiring staff and planning out the week's activities. Your Coordinator may ask you to participate in planning out the week or may plan the week out for you.

When creating an agenda or daily lesson plan it is important to ensure that the difficulty level of the activities is appropriate for the age of the participants. Create opportunities for participants to choose activities. Participant choice allows for greater enjoyment of the program experience.

The supplies and equipment needed for the activities should be gathered in advance of the beginning of camp/program. It is important to review your supplies the day prior and to notify your site lead if there are missing supplies.

## Fundamental Leadership

Think of Fundamental Leadership as training in action, every day. We want individuals who are willing to make a commitment, not only to the City of Sunnyvale programs, but also to themselves. Key fundamental leadership skills are Influence, Integrity, Inspiration, and Improvement. You will learn to guide the participants in our camps/programs as well as know when to change it up a bit if something is not working.

## Outings, Water Safety & Field Trips

Field trips are the highlight of many programs and naturally lends itself to fun and enjoyable experiences. In order to uphold this premise staff must be **R-E-A-D-I**

<p><b>R</b>esponsible</p>	<ul style="list-style-type: none"> <li>• For your overall camp &amp; trip itinerary</li> <li>• For headcounts (groups and total program numbers)</li> <li>• For your participants</li> <li>• For your co-workers</li> <li>• For yourself</li> </ul>
<p><b>E</b>fficient</p>	<ul style="list-style-type: none"> <li>• With your time (prep-time, venues time, return time)</li> <li>• With your paperwork (emergency cards, permission slips/waivers)</li> </ul>
<p><b>A</b>ttentive</p>	<ul style="list-style-type: none"> <li>• To your participants (groups, buddy system, and volunteers)</li> <li>• To your environment (at camp, at the venue, and on the bus)</li> <li>• To parent’s concerns</li> <li>• To venue’s rules and regulations</li> <li>• To all situations that may arise</li> </ul>
<p><b>D</b>ependable</p>	<ul style="list-style-type: none"> <li>• For adherence to City Policy and procedures</li> <li>• In an emergency or stressful situations</li> <li>• For quality of the field trip experience</li> </ul>
<p><b>I</b>nitiative</p>	<ul style="list-style-type: none"> <li>• To be a problem solver</li> <li>• To think outside the box</li> <li>• To be intuitive</li> <li>• To be intuitive</li> <li>• To speak up when necessary</li> </ul>

## Field Trip Guidelines and Procedures:

### Trip Coordination

- **Group Assignments & Headcounts:** Pre-determine and assign staff as needed based on type of trip, participant group size, appropriate group types based on ADA accommodations and behavior considerations. Venues may also require large groups to have certain staff/participant ratios.
  - Review headcount assignments and the importance of accountability with staff before the trip.
  - Once on the bus, all staff must do a headcount. Be accountable, make sure headcount matches trip roster of registered participant who checked in for trip.
- **Safety & Awareness:** Review aspects of trip and venue to determine types of groups needed in order to create and enforce the program's rules and any special requirements or policy of the field trip venue.
  - Review staff and volunteer placements in lines, while walking and while in play areas or zones.
  - Groups should stay intact and also use the "Buddy System" as much as possible.
  - Discuss venue-based rules: pool/water park, amusement park, open space, museum, enclosed environment, etc.
    - Amusement Park trips may require larger staff to participant ratios (height base, riders or non-rider group and staff at the ride entrance/exits.)
    - Aquatics based trips require appropriate staffing for locker rooms and various water-play zones or pool areas.
- If program encompasses participants 6 years. and under, program must follow swim policy ratio: 1 staff to 6 participants. Establish ground rules on how the trip will run, where exits are, where a home-base will be if it is appropriate to have a home-base.
- Communicate appropriate restroom procedures, following City Policy as well as the appropriate needs based on the field trip venue.
- Discuss home-base as deemed appropriate by the venue layout and environment.
- Communicate check-in times, emergency contact numbers of staff on trip (Cell phones numbers and City office staff.)

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## What to Bring (Double check and assign as needed)

- Emergency binder
- First aid kits and medications, if participant has ADA special accommodations.
- Venue's waivers, if trip requires liability/waiver form ensure that all participants have a form submitted and signed in full by a parent/guardian.
- Program supplies based on trip
- Participants needs based on trip type and length

## Lunch/food

- Review venue's food/beverage policy
- Know the dietary needs/restrictions of program participants.
- Estimate the cost of food if money is needed.
- Determine how lunches or snacks will be handled.
- Prepping Parents: Be organized to inform parents ahead of time as to how to pack lunches and waters.
  - Names on bags, extra snacks, easy to eat lunches, and always bring a backpack to hold everything.

## Volunteers

Review all field trip needs with volunteers so they are properly equipped for the trip. What they need to bring, wear, or have, and a waiver if needed. Parents are not allowed to accompany participants on the trip.

## Bus transportation: Bus etiquette, bus safety rules, assigned seating of participants, volunteers, and staff.

- Review proper procedures for entering and exiting a bus.
- Scan your environment: Un-loading and re-boarding participants in a safe manner, taking into consideration your environment (curbside boarding, parking lots, traffic, holding area while loading or exiting etc.).
- Properly seat participants to avoid issues: car or motion sickness, behavioral needs, emergency exits.
- Seatbelts: Check seat belts on all participants, if bus is equipped.
- Bag checks: On the bus, bags should be under the seats or under the bus in storage with camp supplies and toy storage.

## Walking into and exiting the venue

Review with staff how to organize large groups and how to lead groups safely into the venue. Discuss walking participants through crowds and navigating a busy venue.

- Proper and safe placement of staff and LIT Volunteers in the line.
- Be vocal and be clear about what you need participants to do.
- Be accountable and be attentive to surroundings. Speak up if you see a dangerous situation.

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## Emergency situations

- Review how to handle participant issues on the bus. (Sick kids, bathroom accidents, behavioral issues.)

## Illness

Sometimes children will attend a trip despite being ill or may become ill on the trip. If a child is ill, find a safe and appropriate place to keep the child comfortable and have a staff person remain with them. The Site Director should call the parents to pick up the child

- Accident or Injury
- The Site Director or staff should assess the severity, administer first aid and get additional medical attention if necessary. (venue's first aid staff or 9-1-1)
- Inform Community Services Coordinator and the parent or emergency contact.
- Do not use a City purchasing card or personal credit card to pay the hospital. Parents will be required to handle medical bills.
- If the child needs medical treatment and cannot return on the bus, the site director will remain with the child.
- An accident report must be completed within 24 hours.

## Trip Procedures – Day of Trip

- Verify that all participants are registered for the program, check off on trip day roster.
- Review trip rules with participants.
- Review “Buddy System” and establish buddies within each group.
- Gather all items participants will need: backpack, lunches, water bottles, snacks, money, swim attire, jackets, etc.
- Bring signed waivers, emergency cards, and First aid/Medications if necessary.
- Assign participants to their groups.
- Use restroom before leaving.
- Get a headcount and establish total group numbers (Participants, Volunteers and Staff)
- Review check-in times and trip itineraries.
- Be Safe and Have Fun!

## Bus Rules for Camp Staff

### While waiting for the bus

- Line participants up in a single file line.
- Wait for the bus in an area off the main roadway. Stand away from the curb and make sure you are out of the way.
- Explain the rules of the bus to the participants while you are waiting.
- Make sure participants throw away all food and drinks.
- Remind them of what is appropriate to bring on the bus: lunch, jackets, etc. and what is not appropriate: games, skateboards, etc.
- Do a headcount.

### Boarding the bus

- A staff member will inspect bus and make note of any damages to seats and confirm with bus driver. Staff will be provided with two sticky labels that confirm the condition of the bus, one label for the bus itinerary sheet the driver has and the other label will be placed on our itinerary sheet. Our itinerary sheet with the sticky label signed should be given to the coordinator within 24 hours of the trip.
- City will be held liable for any damages so inspect thoroughly.
- Do not let participants board the bus until you get the “OK” from the bus driver, then instruct the participants to board. (Board car sick kids first, place them in front seats)
- Use the roster to check off each participant as they board the bus.
- Remind participants to use inside voices, to go directly to a seat and that only two participants can sit in a row.
- Be sure there are no participants sitting in emergency exit rows.
- Do two headcounts: one while campers are boarding (names should be checked off of the roster as they board), and one once they are all seated.
- Once on bus do not let campers disembark until reaching destination site.

### While on the bus

- Report any illness or injury sustained on or around the bus to the bus driver.
- Make sure participants remain seated with hands and all other body parts inside the bus.
- Be sure that windows do not come down past the third notch.
- No food or drink on the bus, that goes for staff as well as participants.
- Keep an eye on all participants. Make sure their behavior and language is appropriate.
- Staff should spread out throughout the bus and be seated next to the exit doors.
- Staff are not allowed to sleep while on the bus. Staff must also always stay alert while on duty. This means no phones and no text messaging back and forth between staff.

- 

## Leaving the bus

- Remind participants to remain seated until the bus comes to a stop.
- Plan out where you are going to have participants line up when they exit the bus.
- Remind participants to gather up all personal belongings.
- Have a staff member lead the participants off the bus in a single file line. The first row exits first, then the second, etc.
- Make sure you have a staff member at the door to lead participants out to a safe area.
- Walk the bus and make sure all trash is picked up and no personal belongings are left behind.
- Confirm with the driver when and where they are going to be picking you up.

## Consequences

Fighting and/or refusing to obey the driver or staff member will result in an automatic loss of bus privileges. Other behaviors may result in a verbal warning, written citation, or removal from trip or program.

## Pool Rules and Swim Expectations

### Recreation Swim

Public recreation swim allows swimmers of all ages the opportunity for casual swimming and water play. Lifeguards are on duty during recreation swim hours.

Participants must adhere to all pool rules. Participants must pass our lifeguard issued swim test, in order to swim in the deep end of the pool.

### Swim Test

Participants who wish to swim in the deep end of the pool must pass our lifeguard issued swim test. Swim test will consist of the following 3 skills:

1. Jump into water above head and recover
2. Swim 25 yards
3. Tread water for one minute

### When Entering the Pool

- Children 6 years old and younger must be directly supervised by a parent/guardian while in the pool. The parent/guardian must accompany the child in the water and remain within arm's length of the child. However, we strongly advise that all parents/guardians closely monitor their child's activities in the pool, regardless of the age. This is especially true for beginner swimmers.
- Children who are not toilet trained or who are under the age of 3 must wear approved swim diapers and plastic swim cover beneath their swimsuit.
- Please do not enter the pool if you have an infectious disease, bandage, open blisters or sores.

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- Floatation devices including water wings, padded swimsuits and inner tubes are not permitted with the exception of US Coast Guard approved lifejackets.
- With the exception of service animals, animals are not allowed in the facility.
- Food, drinks, glass, sharp objects or tobacco products are not permitted in the pool area.

## Diving Board Rules

- Diving is only allowed in the deep end of the pool.
- One person is allowed on the board at a time.
- One bounce on the board is permitted.
- Jump or dive straight off and swim to the nearest side.

## For Your Safety

- Please walk at all times on the pool deck.
- Fighting, roughhousing, chicken fighting, screaming, profanity and pretending to drown are not permitted in the facility.
- Appropriate swim attire is required when entering the pool. T-shirts worn over swimsuits and other street clothes are not allowed.
- The lifeguard on duty is in full charge. Failure to comply with the lifeguard's requests, may result in the participant being asked to leave the pool area without a refund.
- Lifeguards on deck are there to watch the pool.
- Please direct questions to the Pool Manager in the pool office.

## Swimming Pool Information

Pool Name	Pool Depth	Pool Address
Washington Community Swim Center	0-depth entry to 7 ft.	255 S. Pastoria Ave.
Sunnyvale Swim Complex	4.0 to 13 ft.	1283 Sunnyvale-Saratoga Road
Columbia Middle School Pool	3.0 to 10 ft.	730 Morse Ave.
Sunnyvale Middle School Pool	3.5 to 10 ft.	1080 Mango Ave.

## PROTECTION POLICIES

### Employee/Youth Participant Interaction:

The Youth Protection Policy is designed to protect participants and/or volunteers within the City of Sunnyvale Recreation Services Division Programs who are under the age of 18.

**Participants:** a child (under the age of 18) who takes part in programs with the City of Sunnyvale.

**Volunteers:** a teen (between the ages of 14-17) who takes part in programs and events with the City of Sunnyvale.

Participant safety is first on our list of priorities. Be sure that all participants are always being appropriately supervised, so that participants are given the guidance they need to ensure their safety. Use common sense in conducting activities. Do not conduct unsafe or hazardous program activities. Do not tolerate bullying, rough or excessively boisterous conduct, as it can often get out of hand and lead to injury.

Negligence is the failure to exercise the care that circumstances justly demand and includes inattention to one's duties. Employees and/or volunteers found negligent in the performance of their duties may be held financially responsible for any injuries that result. Therefore, employees and/or volunteers must take every reasonable precaution to safeguard the public or registered participants.

### Employee/Participant Interaction

Our goal within the Recreation Services Division is to provide a level of fun and comfort through recreational experiences and educational opportunities for the diverse population within the City of Sunnyvale. We believe there are a few factors that enhance our ability to provide these services.

We recognize that there are different developmental stages that all children pass through as they progress from preschool through their teens. Each of these stages has distinct needs and characteristics, and our programs are structured to accommodate these needs. High quality program staff is essential for the success of a program.

Staff is hired for their ability to work with others, build relationships of trust and compassion as well as for their ability to use common sense in everyday decisions in their work assignment.

Training and supervision of staff is essential, all staff are given guidelines on appropriate contact and propriety of physical contact. Each staff member working with youth are required to undergo drug testing, and a background check through fingerprints. These measures are taken to provide positive role models for participants.

We recognize that one policy will not be able to cover all possible situations that might arise. We are aware that some physical contact will occur in our programs and indeed, may be necessary for the success of the participants in our programs. Certain activities will not be possible without physical contact between staff and participants. Programs cannot be successful without the trusting relationships between staff and participants. Brief, appropriate, incidental contact may be appropriate working with youth. Under all circumstances, it should

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be stressed that staff should be aware of how their actions may be perceived and should strive to minimize the initiation of such behavior.

Leaders are encouraged to interact and play with the participants in a group setting as part of the program when appropriate. It is important to limit your physical interactions with the participants. Physical interactions are easy to misinterpret or can appear different than they were intended. If you ever have an incident where your actions could be wrongly interpreted, you must alert your supervisor immediately.

The following types of interaction should be avoided:

- Never pick a participant up (including piggyback rides).
- Never be alone with a child under any circumstances. If staying late for a parent to pick up their participant, ensure that there is another leader or other employee available.
- Never transport a participant in your personal vehicle.
- Be mindful of using appropriate language.
- Do not take any photos of participants without parent authorization and supervisors' prior approval.
- To avoid the appearance of favoritism, participants should not be allowed to sit on staff's lap. If a young child climbs into your lap, you can tell them how glad you are to see them, give them a quick "High Five", and then help them sit on the floor near you. It is inappropriate for middle school children to sit on your lap at any time.
- It is inappropriate for staff to give or receive backrubs from participants, volunteers or staff at any time.
- There are situations where it may be appropriate for you to give each participant a quick hug. One example may be on the last day of camp when you hand out certificates in front of all the parents. With older children, hugging should not be initiated. If a child runs up to hug you, give them a quick hug and then gently break contact. You can give them a "verbal hug" with what you say and your tone of voice to let them know that you are happy to see them.
- It is important to be aware of cultural differences regarding physical contact. For instance, some cultures view a pat on the head as a derogatory gesture.
- It is best to have children fix their own clothing or ask a sibling, if possible. However, for preschool children, zippers, tights and bathing suits can present too much of a challenge for a child to overcome. If you need to help them out, try to do so in the presence of another staff member. Minimize contact as much as possible and quickly help the child get dressed.
- Conversations about sex should not be initiated or prolonged by staff. It is inappropriate to discuss your personal beliefs or experiences with staff or volunteers. Conversations between staff should be free of sexual content, so that participants, other staff members, or the public will not overhear them. In general,

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if the subject arises, participants should be directed to talk to their parents about it. Depending on the age of the participant, and the kind of conversation, you may want to refer the person to an appropriate hotline or agency. Please check with your Coordinator before doing so.

- It is inappropriate to touch a participant below the waist, except in the matter of safety. For example, support may be given to a child falling off gymnastics equipment. A child may have a toileting accident and ask for your assistance to clean him/her up. If you do need to assist a child with this situation, always have another employee present. This is to protect you from ever being in a situation where your actions are misinterpreted.
- Play which is violent, reckless, or sexual in nature or that hurts or excludes any child is not permitted at any time. Leaders should not engage in this type of play and, if the child initiates it, leaders should put a stop to it immediately. Leaders must report any incidents of inappropriate play to their supervisor immediately.

## **Bullying (ZERO tolerance)**

The City of Sunnyvale Recreation Division is committed to providing all participants with a safe environment in which all members of our programs are treated with dignity and respect and are free from harassment, intimidation or bullying. Bullying and harassment of participants by other participants, employees, volunteers and visitors will not be tolerated. The City will not tolerate bullying or any behavior that infringes on the safety or well-being of participants, staff, or any other persons whether directed at an individual or group. The City prohibits harassment, bullying, hazing, or any other victimization, including that based on any of the following actual or perceived traits or characteristics: age, color, creed, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status.

Consequences and appropriate remedial actions for a participant who commits an act of bullying may range from behavioral intervention and education up to and including dismissal from the program(s).

All participants, parents/guardians, volunteers and visitors, are encouraged to report any form of bullying. Participants are expected to report all incidents of bullying, teasing, or other verbal or physical abuse. Any participant who feels they are a victim of such behavior should immediately contact a staff member.

All employees shall be responsible and available for receiving complaints alleging bullying. All staff are expected to provide appropriate supervision to enforce standards of conduct and, if they observe or become aware of bullying or harassing behavior, to immediately intervene, call for assistance and report such incidents to their direct supervisor. Supervisors are required to follow City policy for reporting alleged acts of bullying and take all necessary action to protect the victim(s) of bullying.

## Youth Participant Discipline

Children need to follow the rules and listen to their leader. The following types of behavior are not acceptable from the children in any of our programs:

- Hitting, shoving, pushing, biting, slapping, etc.
- Name calling of leaders or fellow students
- Leaving the program area without the written permission from parent or legal guardian prior to the scheduled release time
- Any activity which endangers the health and safety of oneself or others
- Not following directions given by the leader

When establishing group norms, involve participants by letting them come up with a list of rules themselves. Rules will almost always boil down to the following main points: respect yourself, respect others and respect property.

The following process of progressive discipline should be used when a child exhibits any of the above behaviors (be sure to keep your supervisor apprised of any extreme behavior problems that require more immediate discipline):

- Verbal warning (twice)
- Note home or speak to parents (work with your site lead)
- Written warning or parent conference (work with your coordinator)
- Removal from program (work with your coordinator)

The following discipline practices may never be used:

- Any form of corporal punishment including, but not limited to hitting, striking, biting, beating, pinching or pushing a child in any way
- Grabbing a child on any part of their body (except to keep them from hurting themselves or others)
- Shaking a child
- Yelling at a child
- Threatening to withhold the child's basic needs (including food or toileting)
- Belittling a child in any way or using sarcasm

The following should be used with caution and very specific circumstances

- Disciplining a child in front of other children
- Comparing one child's behavior to that of another child
- Holding children to different standards of acceptable behavior

## Mandated Reporter: Child Abuse

Child abuse and neglect is a violation of children's human rights and an obstacle to their education and development. Working with youth under the age of 18, you will have the opportunity to observe children over an extended period, and therefore should be able to recognize various forms of child abuse in your role.

### Why must you report?

The primary intent of the reporting law is to protect the child. Protecting the identified child may also provide the opportunity to protect other children in the home. It is equally important to provide help for the parents/guardians, as they may be unable to ask for help directly. The report of abuse may be a catalyst for bringing about change in the home environment, which in turn may help to lower the rise of abuse in the home.

### Confidentiality

The identity of the reporting party is confidential and may only be disclosed to official agencies and professionals involved in the investigation, prosecution, or record-keeping of these cases. Any violation of confidentiality of this information is a misdemeanor punishable by up to six months in the county jail or by a fine of \$500, or by both.

### Immunity

Mandated reporters have immunity from criminal or civil liability for reporting as required. Unless it can be proven that a false report was made, and the person knew that report was false or was made with reckless disregard of the truth or falsity of the report. Any person who makes a report of child abuse or neglect known to be false or with reckless disregard of the truth or falsity of the report is liable for any damages caused. Those who are legally required to report suspected child abuse have immunity from criminal or civil liability for reporting.

### Safeguards for Mandated Reporters

Community Services Coordinators and Managers will assist, provide support to staff that make Suspected Child Abuse Reports. No supervisor or administrator may impede or inhibit a report or subject the reporting person to sanction. Persons other than those legally mandated to report are not required to include their names when making a report. Suspected child abuse reports are confidential and may be disclosed only to specified persons and agencies.

### Failure to Report

Failure to report is a misdemeanor and is punishable by law. It may also result in a civil lawsuit, especially if the child-victim or another child is further victimized and/or dies. Failure to report can also result in loss of professional license or credential.

## What constitutes child abuse?

Child abuse and neglect is any act or series of acts by a parent or caregiver that results in harm, potential harm, or threat of harm to a child. The common forms of child abuse include physical, sexual, emotional, neglect and grooming. On the next few pages is a list of common signs of abuse and neglect.

### Physical Abuse

- Physical abuse is willful harming or injuring of a child or the endangering of the person or health of a child (P.C. § 11165.3).
- Physical abuse includes unlawful corporal punishment or injury, willfully inflicted, resulting in traumatic condition (P.C. § 1165.4).
- Physical also includes injury or death inflicted by other than accidental means (i.e., intentionally injuring a child) (P.C. § 11165.5).

### What is Not Physical Abuse:

- A mutual affray between minors, except that a willfully allowing such an affray to occur may constitute abuse.
- Reasonable and necessary force to quell a disturbance that threatens injury to person or damage to property, or for self-defense; and
- Spanking by a parent or legal guardian (if age appropriate and non-injurious).

### Signs of Physical Abuse

Signs of physical abuse may include linear bruising, grasp marks and patterned bruising.

## Sexual Abuse

Sexual abuse includes sexual assault or sexual exploitation.

### Sexual Assault

- Rape, statutory rape, incest, sodomy, lewd or lascivious acts upon a child, oral sex, sexual penetration.
- The intentional touching or fondling of a child's genitals or intimate parts or the clothing covering them for purposes of sexual arousal or gratification; or
- Intentional masturbation of the perpetrator's genitals in the presence of a child.

### Sexual Abuse Indicators

- Sexual behavior and/or knowledge beyond developmental expectations.
- Fearful or withdrawn behavior.
- Changes in eating, sleeping, or toileting (e.g., bedwetting, fecal soiling).
- Emotional and/or behavior problems; or
- Complaint of painful urination, bowel movements.

## Sexual Exploitation

- Prostitution of a child and depicting a minor engaged in obscene acts for purposes of preparing a film, photograph, negative, slide, drawing, painting, or other pictorial depiction.
- Develops, duplicates, prints, downloads, streams, accesses through any electronic or digital media
- The sexual trafficking of a child.
- The provision of food, shelter, or payment to a child in exchange for the performance of any sexual act.

## Emotional Abuse

Emotional abuse is form of trauma that can severely damage a child's mental health or social development.

- Emotional abuse is the most difficult form of child abuse to identify. It is often seen in a combination with other forms of abuse.
- You must report abuse that results from verbal disclosures or direct observation and involves any person willfully causing or permitting any child to suffer unjustifiable physical pain or mental suffering or endangering the child's person or health.
- You should report knowledge or suspicion that a child is suffering or is at risk of suffering serious emotional damage (e.g., severe anxiety, depression, withdrawal, or untoward aggressive behavior toward self or others) (P.C. § 11166.05).

Examples of emotional abuse may include:

- Constant belittling, shaming, and humiliating.
- Calling names and making negative comparisons.
- Frequent yelling, threatening, or bullying
- Domestic Violence: includes physical altercations, serious verbal threats or intimidations between adults in the home. (Note: When domestic violence results in direct physical injury to a child, a suspected child abuse report must be made.)

## Neglect

- Neglect means negligent treatment or maltreatment of a child by a person responsible for the child's welfare, indicating actual or threatened harm to the child's health or welfare (P.C. § 1165.2).
- Neglect includes both acts (e.g., locking a toddler in a hot car) and omissions (e.g. not providing food).

## General Neglect

- General neglect is the failure of a caregiver to provide food, clothing, shelter, medical/dental care, or supervision, where no physical injury to the child has occurred.
- General neglect may include causing a child to live in a dirty home (garbage, rodents, animal excrement, lack of plumbing/heating, fire hazard).

# CASUAL EMPLOYEE HANDBOOK

- General neglect can also include leaving medications, cleaners, toxins or other substances (drugs, alcohol) within reach of child, or not properly securing guns or other weapons.
- Indicators of possible neglect should be evaluated in the context of the family's culture, values and economic situation.

## Severe Neglect

Severe neglect is the intentional failure of a caregiver to provide adequate food, clothing, shelter, or medical care and may include the following:

- Willfully causing or permitting the child's person or health to be endangered.
- Failure to protect the child from severe malnutrition or medically diagnosed non-organic failure to thrive; and
- Failure to seek medical treatment resulting in permanent damage or death.

Note: Some parents or legal guardians may opt to seek religious healing for their children in lieu of medical care. This does not necessarily constitute neglect unless the child is endangered as a result. If you are concerned about a child not receiving needed medical care, do not hesitate to inform your supervisor of your concerns regardless of whether the child's parents or legal guardians are motivated by religious belief.

What is not neglect in and of itself:

- Positive toxicology, note that indication of material substance abuse shall lead to an assessment of the needs of the mother and child. If other factors are present that indicate a risk to a child, then a report shall be made.
- Fetal abuse; and
- Being a homeless or unaccompanied minor.

## Grooming (Desensitization of Victims)

Grooming is a tactic of overcoming the victim's defenses by slowly desensitizing his or her natural reaction to abusive behaviors. Grooming helps the offender gain access to the victim and sets up a relationship grounded in secrecy so that the crime is less likely to be discovered. One reason that the perpetrator is able to exploit the child is that they hold the power in the relationship based on age and experience, size and strength and adult status. A perpetrator may manipulate and use those power differences to gain the youth's trust and confidence and/or to create fear that enables the perpetrator to coerce the child or youth.

The best defense against grooming is to limit on-on-one contact between program participants and volunteers or employees. As noted above under the heading "Employee/Participant Interaction," you should never spend time alone with participants under any circumstance. If you notice another volunteer or employee is violating this rule, you have an obligation to alert your supervisor. Be on the lookout for evidence of grooming, examples of grooming behavior are described below. Although not every adult or older youth who takes an interest in a particular child is engaged in grooming, child molesters take advantage of the trust of those around them.

# CASUAL EMPLOYEE HANDBOOK

Employees and volunteers should therefore avoid behavior that could be construed as grooming, including favoritism or attempts to spend time alone with participants, and should report anything suspicious to a supervisor.

1. Targeting the Victim: Any child or teen may be a potential victim. Some predators may be attracted to children and youth with certain characteristics or may target youth with certain co-existing factors, such as vulnerable parents, to facilitate the crime.
2. Gaining trust and access. The perpetrator may observe the child and assesses their vulnerabilities to learn how best to approach and interact with the child. Perpetrators may offer the victims special attention, understanding and a sympathetic ear, then engage the child in ways that eventually gain their friendship and trust (they may play games with victims or give them rides, provide them with gifts and/or special treats).
3. Playing a role in the child's life. The perpetrator may manipulate the relationship so that it appears they are the only one who fully understands the child or meets the child's needs in a particular way.
4. Isolating the child. Offering the child rides and/or taking the child out of their surroundings is one way that the perpetrator may separate the child from others and gain access to the child alone, so that others cannot witness the abuse.
5. Creating secrecy around the relationship. The perpetrator may reinforce the special connection with the victim when they are alone or through private communication with the victim (such as letters, emails or text messages) and strengthen it with admonitions against telling anyone, lest others be unhappy about it.
6. Initiating sexual contact. With the power over the child victim established through emotional connection coercion or one of the other tactics, the perpetrator may eventually initiate physical contact with the victim.
7. Maintaining Control. Perpetrators rely on the secrecy of the relationship to keep it going and to ensure that the child will not reveal the abuse. Children are often afraid of disclosing the abuse. Often, the perpetrator threatens the child to ensure that they won't disclose the abuse.

## Reporting Procedures: Child Abuse

### When do you report?

Mandated reporters are required to submit suspected child abuse reports when one “has knowledge of or observes a child in his or her professional capacity or within the scope of his or her employment whom he or she knows, or reasonably suspects has been the victim of child abuse or neglect....” (P.C. § 11166(a)). You are required to comply with the notification requirements concerning child abuse and neglect according to the provisions established by California Penal Code Section 11164 -11174.3. [leginfo.legislature.ca.gov](http://leginfo.legislature.ca.gov)

## To whom do you report

If there is clear and immediate danger contact Public Safety by calling 9-1-1 or 408-736-6244 for an emergency response. Then as soon as practically possible contact your Coordinator.

If you suspect or have knowledge of a child abuse situation and there is no clear and present danger, you will immediately notify your coordinator so they can assist you in the reporting process. A written accident/incident report is required as well as contact made to the Department of Public Safety or the County Child Protective Services office.

Written reports are required to be submitted within 36 hours after a call has been made.

## Mandated Reporter: Elder Abuse

Just as child abuse and neglect is a violation of human rights so is elder abuse. All members of our community have a right to live a life of dignity and worthy of respect. Working with older adults above the age of 55, you will have the opportunity to learn many things about them and may discover or suspect incidences of elder abuse. As a City of Sunnyvale employee, you are a mandated reporter for elder abuse. The following outlines what you should be on the lookout for and signs of abuse.

### What to report:

- Physical abuse (including sexual abuse): Bruises, unexplained broken bones, flinching are all indicators.
- Neglect (+ self-neglect): This is when a caregiver or the older adult themselves fails to meet health, safety and nutritional needs of the older adult.
- Financial abuse: Corrosion, blackmail, force to give money, property, or valuables.
- Abandonment: Fail to find adequate care for an older adult.
- Isolation: Failure to provide adequate person-to-person interaction and socialization.
- Abduction: This is generally when family members move the older adult into a care facility, to be closer to them, etc. without the older adult's consent.

### Mandated reporters are required to report when:

- The victim reports abuse has occurred.
- Abuse is observed by the mandated reporter.
- Abuse is reasonably suspected (e.g., injury or condition)

## Reporting Procedures: Elder Abuse

Steps to report dependent Adult or Elder Abuse to Adult Protective Services:

- Call 9-1-1 for life-Threatening Emergencies
- Call APS to report dependent adult or elder abuse: 408-975-4900 or 800-414-2002

# CASUAL EMPLOYEE HANDBOOK

- Complete State of California Abuse Report (see appendix section K)
- Report of Suspected Dependent Adult/Elder Financial Abuse (see appendix section K)
- Mail the written report within 2 working days to:

Santa Clara County Adult Protective Services  
333 West Julian St. – Fourth Floor  
San Jose, CA 95110

To report dependent adult/elder abuse in a long-term care facility such as a skilled nursing facility or residential care facility, call the Long Term Care Ombudsman: 408-944-0567

Failure to report suspected abuse is a misdemeanor punishable by imprisonment/fine.

**Confidentiality:** A mandated reporter is required to give their name. The identity of all persons who report shall be confidential. Violation of statutory confidentiality is a misdemeanor. APS may reveal the names of reporting parties only to other investigative agencies as specified by law. No person required to report abuse will bear criminal liability for reporting. No supervisor or administrator may impede or prohibit reporting.

## HEALTH & SAFETY

The City of Sunnyvale makes every effort to comply with all federal and state workplace safety requirements. The City is committed to employee safety in the workplace. Each employee is expected to follow safety rules and exercise caution and common sense in all work activities.

Even though the City's work environment is relatively free of hazards and has a low injury and illness occurrence, there is always room for improvement. Understanding safe practices is a learned skill. Our objective is a health and safety program that reduces the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experiences of operations similar to ours. Our goal is zero accidents and injuries. Employees will receive specific instruction by their Coordinator with respect to hazards specific to each employee's job assignment.

### Emergency Forms

Parents of camp registrants are emailed an invitation to complete a digital Emergency Form prior to the start of camp. The Emergency Form is due on the first day of camp. A parent/guardian must be with the child on the first day of camp to ensure all paperwork is complete and to sign the child in. Participants are not permitted to join the program until all emergency cards are properly submitted. It is expected that the parent/guardian will drop-off and pick-up the child daily unless other arrangements are made with the camp staff with the approval of the coordinator and consent of the parent. Completed digital Emergency Forms will be organized in a binder for staff. Staff must double check each form to ensure all parts are completed by the parent/guardian. If a form is incomplete, please ask parent to fill in missing information on the first day of camp.

If a parent did not complete a digital Emergency Form or prefer to complete a hard copy one, they can request a blank Emergency Form from staff and complete it on the first day of camp (See Appendix D for a sample

# CASUAL EMPLOYEE HANDBOOK

Emergency Form). Be sure you have extra blank copies of Emergency Forms available at your specific location. Emergency Forms must be kept by camp staff and must be either transferred or copied if the child is enrolled in other camps or extended care.

## Liability Waiver

The City of Sunnyvale Department of Community Services Recreation Division requires that participants sign a liability waiver to participate in City recreation programs and activities. Every recreational activity involves some risk of physical injury. The City requires that people who choose to participate in its recreation programs freely accept the risks and agree not to hold the City liable for monetary damages because of injuries that might occur for any reason. This includes injuries that may occur due to the negligence of City staff or co-participants.

Liability waivers (See Appendix B), allow the City to continue to provide a wide variety of programs and services that the residents of Sunnyvale have come to expect.

We understand that some prospective participants may be reluctant or unwilling to sign the liability waiver as it is written. Since participation in recreation programs is strictly voluntary, a member of the public who refuses to sign the Liability Waiver and Photo Release Statement will not be permitted to participate in the recreational activity.

The specific language contained in the liability waiver may not be amended in any way as this constitutes a lack of acceptance of the terms and conditions for participation in City recreation programs. This is the same as not signing the waiver at all.

## Photo/ Media Release

Recreation programs are often photographed for publicity purposes and use on various promotional materials advertising recreation activities. While the photo release portion of the statement is less critical in some ways than the liability waiver, there are thousands of people participating in City sponsored recreational activities each year and City staff simply cannot monitor who has given permission to be photographed and who has not.

Staff recommends that people who are uncomfortable having their picture taken for publicity purposes simply inform the photographer and step out of the room or away from the activity while the photographs are being taken.

Note: Liability waiver and photo release clauses are on both the Emergency Card (See Appendix D) and the Registration form (See Appendix B).

## Sign-In and Out Sheets

Computer generated sign-in and out sheets are provided to each camp on the first day. Parents are required to sign-in and sign-out each day unless other arrangements have been provided by your supervisor. These sheets are considered legal documents, will be maintained for the season and should be turned into your coordinator as directed. Check with your coordinator for a sample of a sign-in and out sheet.

## Emergency/Injury Procedures

In the event of an emergency, stay calm and immediately notify Public Safety.

- Landline, dial 9-1-1
- Cell phone, call 408-736-6244

Be prepared to give them the following information:

1. The location of the problem
2. What the problem is
3. The number you are calling from
4. What type of help is needed: fire/medical/police
5. If there are any injuries

## Medical Emergency

For a medical emergency the Public Safety Department will respond. In the case where the Public Safety Department and/or an ambulance is needed it is important to send two employees to meet the emergency crews. Instruct one employee to meet the Public Safety Department and one to meet the Ambulance crew to help direct them to the scene of the emergency. In some instances, you will not be able to send two staff away from the site, in this situation you must only send one staff member to meet with both of the arriving crews.

- After calling Public Safety, call your coordinator immediately and notify them of the situation.
- If you are unsure as to whether it is an emergency, contact your coordinator before contacting Public Safety. Use your best judgement whenever a situation arises that involves injury/illness or a questionable emergency.
- An Accident/Incident Report must be completed by the staff involved and turned in by the end of the day the injury/emergency took place.
- In the event a participant needs to be transported for emergency care, staff should bring the child's emergency card to the hospital.
- Under no circumstances should the employee agree to pay for any medical costs or make decisions regarding treatment.
- Reimbursement for medical costs is solely between the parent/guardian and the hospital.

## First Aid

As recreation staff, our actions are limited. Depending on the severity, here are some suggestions:

### When to contact parents:

- A child who is very upset, even if it is just a minor injury
- Any visible injury
- A first aid injury or illness in which the child may need to go home, but it is not severe enough to call 911
- After any 911 call
- If you call a parent for a non-emergency issue let your coordinator know as soon as possible (when there is a break, and you are able to step away).

### When to call DPS:

- A wound that does not stop bleeding after applying an adhesive bandage strip (Band-Aid)
- A broken bone
- Breathing difficulty
- Choking
- Allergic reactions (anaphylaxis)
- Injuries to the head, neck or back
- Heart or Chest Pain
- Moderate/severe burns

### What can we do?

- Provide soap and water to wash a wound
- Apply an adhesive bandage strip
- Remove a stinger by scraping it with a credit/plastic card
- Help with a bloody nose
- Since you are CPR and First Aid certified you may maintain ABC's (Airway, Breathing and Circulation) and/or hold inline stabilization until EMS arrives. Once EMS is on scene, they will take over care.

### What can't we do?

- We cannot administer medications other than approved medications provided by the parents with appropriate completed forms.
- Any first aid beyond what you have been certified or trained for.
- We can't transport to the hospital.

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Any time a child is injured while at our programs, notify your Coordinator immediately. An Accident/Injury Report must be completed and given to your supervisor within 24 hours (See Appendix C for an example of the Accident/Injury Report). Please fill out the form completely and sign it. At the end of the day, you must inform the parent of what happened and how staff handled the situation.

## Procedures for handling injuries

- For minor injuries (including cuts, scrapes, bumps, scratches and other injuries that leave a mark or require ice/cold pack), staff should administer first aid. Clean the affected area with soap and water and cover it with a bandage. Apply ice/cold pack if it will offer relief to the child. Whenever there is blood present, staff is required to wear gloves and follow the Blood Borne Pathogen Exposure Plan, which is covered in this handbook. Any trash associated with an injury involving blood must be sealed in a plastic bag and disposed of in a trash can inaccessible to children. An Accident/Injury Report must be filled out and given to your coordinator that same day. At the end of the day, you must inform the parent of what happened, and how staff handled the situation.
- Some injuries will require immediate parent notification. This includes any injury to the head, face or neck, or an injury which requires non-emergency medical attention such as a cut that may require stitches, a sprained ankle, etc. In any of these cases, your coordinator will contact the child's parent or emergency contact. The Accident/Incident Report must be filled out and given to your coordinator that same day. If for any reason the coordinator is not able to make the phone call to the parent to inform them of this incident, then the site lead will make the call, inform the parent of what happened and how staff handled the situation. Never transport a child to the hospital in your own vehicle.
- If a child suffers a major injury call the Department of Public Safety and notify your coordinator immediately. Have another site lead move the other children away from the area and keep them calm. Stay with the child, comfort them and perform first aid, if possible. Never attempt to move a child who may have back or neck injuries. If this is the case, keep the child still, maintain inline stabilization and wait for emergency help to arrive. Your coordinator will contact the child's parents or emergency contacts as well as alert a department head. An Accident/Injury Report must be filled out and submitted to your coordinator as well as the Department/Division Head within 24 hours.

## Dispensing Medication to Participants

At times staff may be required to dispense medication to participants. If a participant needs to receive medication the parent/guardian must complete and sign the proper medication form with an attached letter from their physician (See Appendix E). The form or attached letter will provide specific instructions on how to dispense medication. We ask parents to submit this form prior to the first day of camp to allow enough time for staff review. Staff should be aware of the instructions and have a clear understanding of how to dispense medication. If the directions are unclear or if there are any questions first communicate with your coordinator to seek clarification. If there is not a clear understanding the coordinator will communicate with parents prior to the start of camp.

## Diabetic protocols

Participants are asked to request accommodations from the Program Coordinator a minimum of 14 days prior to the start of the program. When this request is made the coordinator is responsible for meeting with the parent/guardian of the participant to conduct an accommodation meeting. During this meeting a care plan will be developed which may include providing Glucose tables and in emergency situations the need to provide a Glucagon injection. Should the care plan require additional accommodations such as injection or other routine medical care deemed appropriate your Coordinator will provide additional training.

## Staff and Participant Sun/Heat/Weather Safety Protection

As a staff member you must always consider sun safety, for both yourself and our program participants. With long hours in the sun, even temperatures as low as 70 degrees can present a potential risk. During a typical summer camp day, employees and participants need to drink water regularly; remember thirst is an unreliable indicator of dehydration (Note: If you are thirsty, you may already be experiencing early signs of dehydration). Direct sunlight can add as much as 15 degrees to the heat index and shade should always be used or sought out whenever available. Rest breaks should be taken when possible, as they are important to reduce heat load and provide time for the body to cool.

### Participant Sunscreen Application

Providing sunscreen as a general practice is problematic due to potential allergic reactions. However, we would also be concerned for the campers who may be injured by a sunburn. The approach outlined below is set to balance the two:

- Parents should be informed that they need to apply sunscreen before the camper arrives and bring additional sunscreen for use during the day.
- The City can purchase sunscreen and have it available for emergency situations in which the camper is getting burned but forgot their sunscreen. We would not inform parents that this is available; otherwise, they might want to default to the City providing it, we will only inform the parents this is available should the participant need sunscreen.
- If a camper looks like they are getting a sunburn; staff should contact the parents, let them know the situation, inform the parents that sunscreen is available as a backup and request permission to provide it to their child.

### Recognize and Prepare for Exposure:

- It is recommended to use a sunscreen with SPF 30 or greater
- Wear sunglasses that protect your eyes against ultraviolet rays
- Drink plenty of water
- Remind your campers to reapply sunscreen often
- Stand or conduct activities in shaded areas if/when possible
- Wear a hat
- Wear sun protectant clothing

## Possible Medical Attention:

- Persistent headache
- Muscle cramps
- Unusual fatigue/behavior
- Nausea/vomiting
- Unexplained weakness
- Rapid pulse
- Excessive sweating or dry skin
- Seizures, fainting, or loss of consciousness

## Employee Responsibilities

Employees who determine their exposure to sunlight exceed recommended thresholds for over exposure, or who anticipate that their specific genetic factors increase their susceptibility to sun damage (fair complexion, existence of atypical/dysplastic nevus moles, etc.), should notify their supervisors immediately. The appropriate personal protective equipment will be supplied to the employee as soon as practical.

## Supervisor Responsibilities

Supervisors are required to evaluate the sun exposure potential for their employees. Two basic components should be covered by your supervisor: personal protective equipment and training. Supervisors are responsible for maintaining a supply of sun protection equipment, making it readily available to their employees and requiring those employees to attend appropriate training. When it is anticipated that employees will be subject to sunlight exposures that exceed recommended limits for duration, intensity, or UV index on a regular basis, supervisors will provide appropriate personal protective equipment.

## Personal Protective Equipment (PPE)

Appropriate personal protective equipment will be issued and/or available for protection for all staff. Depending upon the exposure factors listed previously, a variety of PPE will be made available to all camp and part-time staff. Sunscreen rated at SPF 30 or higher should be applied to any exposed skin liberally, uniformly and frequently at least every two hours.

## Illness

If an ill or sick child arrives at the program, please let the parent know that our programs are not appropriate for a child who is sick, and we need to protect the health of the other children and the staff. Please take the child to your Site Lead so they can call the child's parent/guardian to pick them up. If there are any problems with the parent/guardian, your Site Lead will handle the situation.

If a child develops any of the symptoms below, it is not appropriate for them to attend any program:

- Obvious fever. If you suspect a fever, touch the participant's forehead with the back of your bare hand and note if the temp is significantly warmer than you.
- Vomiting or diarrhea
- Undiagnosed rash, which continues to spread. Children may not return until rash has been diagnosed as non-contagious (requires a doctor's release note that the child is deemed safe to return to a camp/program setting) or has disappeared completely.
- Head lice or any signs of head lice, including nits (white eggs attached to the hair).
- Any oozing from the eyes or excessively red and itchy eyes (indication of Conjunctivitis - Pink Eye). Children may not return from having Pink Eye until they have been using medication for 24 hours.

## Accidents

An accident or mishap is an unforeseen and unplanned event or circumstance, often with lack of intention or necessity and often preventable with preparation and proper training.

Accident/Incident Report (See Appendix C)

You may need to fill out an Accident/Incident Report when something out of the ordinary happens and action is required. It could be something that seems mundane like a loose dog on the premises or an observation of someone hanging around your facility, these may appear to be benign situations, but you may find out later that the dog was responsible for a bite or the stranger posed a danger. An Accident/Incident Report should also be filled out when an altercation amongst children or some other situation occurs within your program. In addition, you may need to fill out a form if you witness a situation at your facility or in a City park, center or the surrounding area. Your Site Lead will direct you to write the report when you inform them of the incident.

Review the form in advance so you know what questions you might need to answer and can write down the pertinent information needed as soon as possible. Example: you would need to write identifying features on an observation of a stranger including their physical build, age, height, distinguishing marks, etc. so make sure to make notes as soon as you can. (See Appendix C for the Accident/Incident Report Form)

## Allergies

Any allergies should be listed on the participants Emergency Form. Please be sure to review the forms on the first day and highlight any significant allergies.

## Food Handling

Throughout the course of the day, you may have to store or prepare snacks or other food. It is important to always remember the following:

- Properly clean the preparation surface and be cautious of cross contamination
- Always wash your hands before handling food
- Instruct participants to wash their hands before eating
- Be aware of any participant allergies and/or review Emergency Forms as needed
- Food must be stored at the designated temperature
- Food must not be used beyond the expiration date

## Slips and Falls

The most common type of on-the-job injury results from falls. Yet almost all falls can be prevented by using common sense and learning how to recognize and correct typical fall hazards. The following is a checklist to help prevent slip, trip and fall injuries:

- Wear appropriate closed toed sneakers/tennis/athletic type shoes at all times
- Look before you walk, make sure your pathway is clear
- Clean up spills immediately
- If you see anything on the floor or walkways (paper, trash, food, etc.), pick it up
- Report and direct customers and employees around unsafe conditions (ice, water puddles, potholes) until the problem can be corrected or blocked off
- Report worn or loose mats and uneven or broken walkway areas to your supervisor
- Make sure walkways are well lit and report any burned out lights
- Position cords and wires out of areas where people walk
- Always use a stepladder for overhead reaching

Remember, it is each staff member's responsibility to ensure that the facility is safe. This requires being alert, concerned and constantly aware of possible safety hazards. Speak up about a potential accident situation right away.

## Emergencies & Levels of Response

At times emergency incidents may arise. It is important to remain calm during these situations and ensure the safety of the participants, co-workers and yourself. The following steps should be taken when necessary.

Staff action in all cases:

- Assess the scene, make sure no further injuries occur and the scene is safe.
- Follow camp location Emergency Evacuation Procedures, provided by each coordinator at each camp location.
- All camp staff must remain with their camp group and take attendance.
- If a camper or staff person is missing when the attendance is taken, the emergency personnel must be informed immediately, and staff must follow their instructions.
- A meeting location must be pre-determined in the case of an emergency where the camp location is damaged.

## Code Blue and Code Red

### Code Blue: Non-Life-Threatening Emergencies

Non-Life-Threatening Emergency at Camp/Class location or in the surrounding area

Staff action if program is indoors:

- Stay indoors
- Lock all doors
- Continue program
- Call your coordinator

Staff action if program is outdoors:

- Get indoors
- Lock all doors
- Continue the program
- Call your coordinator

### Code Red: Active/Immediate Threat – Call 911

Fire, explosives and bomb threats, earthquakes, windstorms, flooding and mechanical problems, medical emergencies, suspicious persons, active threat or intruder.

Staff action if program is indoors:

- Stay indoors
- Lock all doors, close windows/blinds

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- Turn off lights
- Barricade doors
- Participants under tables and remain quiet
- Staff whisper softly
- If safe to do so, call Coordinator/Manager

## Staff action if program is outdoors:

- Run to the safest evacuation location (a meeting location must be pre-determined in the case of an emergency where the camp location is damaged)
- Find cover or have participants run in a zig-zag pattern (making it harder for the shooter to target)
- Stay put. Do not let participants leave.
- All camp staff must remain with their camp group and take attendance.
- If a camper or staff person is missing when the attendance is taken, the emergency personnel must be informed immediately and staff must follow their instructions.
- Wait for Police, Coordinator/Manager.
- Always follow directions.

## Overall Procedures:

1. When an emergency arises, depending on its nature, staff will call DPS and Coordinator, then proceed with instructions given.
2. Take a head count of all students and staff to make sure they are all there.
3. Proceed to retrieve emergency forms binder along with First Aid backpack and walk to evacuation site.
4. Depending on the type of emergency, call parents to inform them of the situation and where you are located. If all is fine, inform them that there is no need to come unless they want to.
5. Staff will make a sign to direct parents to the evacuation site.
6. Coordinator should visit the evacuation site or make contact with all of the staff to inform where the Coordinator will be posted for the duration of the evacuation process.
7. Coordinator needs to update Manager, as well as the Registration office, in case they need to field questions about the emergency.
8. Do not re-enter building unless it is approved by safety officials or Supervisor. Once approved, staff will enter and continue with activities.

## Specific Procedures:

### Fire (Code Red)

#### To report a fire

- Call 9-1-1 on the landline
- Call Emergency Dispatch from a cell phone at 408-736-6244
- Use a pull box station (see building plan for location)

#### Provide information on the event of the fire

- Identify yourself as a City employee
- Provide the name of the facility
- Provide the address of the facility
- Inform them of what is burning and the nature of the emergency

#### Evacuate the building per the evacuation plan

- Follow the posted evacuation plan
- Remain calm and move in an orderly manner
- Close doors if possible

#### Do not re-enter building

- Make sure the building is clear of all people
- Conduct roll calls and head counts
- City personnel check restrooms and other rooms
- Place a check on each door of the room that has been checked

### Explosives & Bomb Threats (Code Red)

- Order all occupants to leave the building verbally, rather than a pull box. An electrical spark can cause detonation.
- Remain calm and remind occupants to do the same
- Call Police/Fire on 9-9-1-1 or 9-1-1
  - Direct line to Public Safety Dispatch 408-736-6244
- Do not re-enter building

#### Evacuate to a safe distance

- Minimum of 300 feet or shielded by another building
- Await the arrival of Police Department and give any pertinent information relating to the situation, if known.

## Earthquakes (Code Red)

### Earthquake – Immediate Action

1. Duck or drop to the floor. Take cover under a sturdy desk, table or other furniture. Hold on to the furniture that you are under and protect your face. Instruct others to duck, cover and hold.
2. Stay away from windows, wall shelves, glass and heavy equipment.
3. Do not run outside. Do not evacuate until the tremors have ceased. Be aware that earthquake aftershocks can cause further damage.

### After Initial Shock

1. Evaluate the situation. If emergency help is needed, call Public Safety (9-1-1 or 408-736-6244 from a cell phone) or send a runner. Protect yourself and be prepared for aftershocks. Always know where your first aid kit is located.
2. If you can do so safely, turn off all potentially hazardous equipment, such as, gas and electric appliances.
  - Gas Leaks: If you smell gas, cease all operation. Do not switch lights on or off. Vacate the building and notify facilities services (408-730-7761), supervisor, or public safety.
  - Hazardous Materials: Some gases are odorless and colorless. Do not enter any areas where hazardous materials are stored or suspected until authorized personnel have inspected the area.
3. Damaged facilities should be reported to facilities services (408-730-7761). They will advise Public Safety if necessary.

### Evacuate

1. If you deem it necessary or are directed to do so, calmly evacuate the building to staging areas by quickly walking to the nearest exit, alerting people as you go. Be aware of structural damage and assist disabled and injured. Move at least 300 feet away from the building, utility poles and other structures (Open field areas are safe).
2. If outdoors, quickly move at least 300 feet from the building, utility poles and other structures.
3. If you leave the building at any time you must leave a note on the door stating where you have evacuated to.
4. If you need to evacuate the building you must bring a first aid kit, your program binder and emergency binder as well as the Daily Sign-In sheets.

## Flooding & Mechanical Problems (Code Blue)

- Outside the building: Vacate the building after notifying proper agency
- Inside the building: Notify Building Maintenance/Fire
- Know the location of all water shutoffs
- Be careful of electrical shock

## Medical Emergencies (Code Red)

- Call Fire/Ambulance: Dial 9-9-1-1 or 9-1-1 (408-736-6244 from a cell phone)
- Control the scene until medical help arrive.

## Suspicious Persons (Code Red)

If any person is seen loitering around the participants' area, inform your site lead immediately. If the activity or situation seems or becomes threatening, notify the police department – Emergency dispatch, 408-736-6244 or dial 9-1-1 or 9-9-1-1. Use the pull box if it is the last resort.

### How to respond

Quickly determine the most reasonable way to move your participants and yourself to a safe place. Remember that your participants will follow the lead of staff members during an emergency.

- Call the Police (408-736-6244, 9-1-1 or 9-9-1-1)
- Use the pull box as a last resort
- Give the location and number of people involved
- Try and remember physical features and circumstances of the event

### If you are in a building

- lock the door
- move your participants away from the doorway
- Stay out of view
- Silence your cell phone
- Remain quiet
- Remain calm
- Wait for police arrival

### If you are not in a building

- Move your participants toward the nearest building
- Upon arrival take roll to ensure all participants are present
- Follow the above points

## If no building is close enough to get to

- Move your participants directly away from the area a safe distance and wait for police arrival
- Take roll to ensure all participants are present

## Active Threat Response

An ‘Active Threat’ is an individual or group of people causing a life threatening situation within a confined and populated area; in most cases, active threats involve active shooters who use firearms and there is no pattern or method to their selection of victims. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. As these situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active threat situation.

## How to Respond

Quickly determine the most reasonable way to protect your own life. Remember that participants will follow the lead of staff members during these situations.

## Run, Hide, Fight

“Run, Hide, Fight” is a way to remember what to do in an active shooting situation. Law enforcement agencies recommend: escaping if you can, hiding if you can’t and fighting only if you have to.

## Run

Evacuate guests and staff if possible. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate and encourage others to follow regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible (law enforcement needs to see you are not the shooter)
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call DPS when you are safe
- Hide out

## Hide

If evacuation is not possible, find a place to hide where the active threat/shooter is less likely to find you.

Your hiding place should:

- Be out of the active threat/shooter's view
- Provide protection if shots are fired in your direction
- Not trap you or restrict your options for movement

To prevent an active threat/shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active threat/shooter is nearby:

- Lock the door
- Silence your cell phone
- Turn off any sources of noise (i.e. radios, televisions)
- Hide behind large items (i.e. cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Call DPS, if possible, to alert police to the active threat/shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

## Fight

Take action against the active threat/shooter. As a last resort and only when your life is in immediate danger, attempt to disrupt and/or incapacitate the active threat/shooter by:

- Acting as aggressively as possible against him/her
- Attack head, eyes and hands
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

**Following the event:**

- Activate Evacuation Plan

## Additional ways to prepare for and prevent an active shooter situation:

### Preparedness

- Ensure that your facility has at least two evacuation routes
- Post evacuation routes in conspicuous locations throughout your facility

### Prevention

- Foster a respectful workplace
- Be aware of indications of workplace violence and take remedial actions accordingly

## General Safety Information

It is the responsibility of all staff to know the location of telephones, fire extinguishers, first-aid kits and emergency exits in and around their programming site. Staff must always know the exact street address of their program site and have their class lists with them.

### Hazardous Communication Program

Your right to know, in accordance with the Occupational Safety and Health Administration (OSHA) laws governing safety in the workplace state that you have a ‘Right to Know’ what hazards you face on the job and how to protect yourself against them. You have a responsibility to read all labels and Material Safety Data Sheets (MSDS) and closely follow their instructions and warnings before handling chemicals. It is imperative that you read the label and follow the instructions before moving, handling, or opening a chemical container. If you are not sure about a chemical ask your direct supervisor before you act.

### Safe Lifting

When lifting anything, practice these lifting techniques:

- Bend at the knees
- Look up
- Use your legs to lift, not your back
- Anything 51 lbs. or more, or that is just too heavy for you to lift comfortably, get help.

### Ladder Safety

You may be asked to use a ladder during your employment. Following these guidelines will ensure your safety when working with ladders or stepladders:

- Before climbing a stepladder, make sure that the spreaders are functional and locked into place
- Check for broken or cracked rungs and make sure it is equipped with non-skid feet
- Always make sure that the ladder has been placed in a stable position on level ground
- Have another employee with you if you intend to climb
- Never climb past the second rung from the top
- Face the ladder when going up or down

# CASUAL EMPLOYEE HANDBOOK

- Never place anything on top of a ladder that could fall and hit someone below
- Never use a stepladder as a straight ladder
- If the ladder is positioned in a doorway or walkway, have someone block the entrance to ensure your safety
- Always use a ladder for climbing or reaching high places. Never stand on makeshift items: boxes, chairs, etc.

## Fire - Immediate Action

If a fire breaks out assemble all campers in a line and (if possible) count to be sure that all campers and staff are present. Proceed quickly and quietly to a designated safe area at least 100 feet from the building (should be determined by the time camp begins). If possible be sure to grab the first aid kit, sign in/out sheet and emergency binder. Upon arrival, do another head count and report the number of campers to the Coordinator or other supervisor that is available. Keep the campers quiet and calm and wait for further instruction. If 911 has not already been contacted, call immediately.

Who to contact: If there are injuries contact 9-1-1 or emergency DPS line if calling from a cell phone 408-736-6244 first. Then call your coordinator or manager if you are unable to reach the coordinator.

Note: Always have an updated roster with participant's names and phone numbers.

## How to Use a Fire Extinguisher

All facilities are equipped with Fire Extinguishers. Please be sure you know the location of the Extinguishers where you are working. If you decide to attempt to extinguish the fire, follow the rules of P.A.S.S., to help you remember how to use the extinguisher properly. The rules are simple:

1. Pull the pin. Some units require the releasing of a lock latch, pressing a puncture lever, inversion, or other motion
2. Aim the extinguisher nozzle (horn or hose) at the base of the fire
3. Squeeze or press the handle
4. Sweep from side to side at the base of the fire, watch for re-flash, discharge the entire contents of the extinguisher

Most portable extinguishers work according to these directions but some do not. Read and follow the directions on your extinguisher. If you are unsure about the location or use of your extinguisher, ask your Supervisor.

## Emergency Phone Numbers & Evacuation(s)

All class and camp locations will have emergency exits and plans. Each site leader will be responsible for communicating the emergency evacuation plans to the staff and ensure that all site staff and participants are aware of the plan in case of emergency evacuation. All class and camp locations will have emergency contact information relative to all staff and participants on location. All participants will have an emergency contact information form on file and on location. Emergency Contact forms should always follow the participants wherever they go (i.e. playground, field trips, walking trips, etc.) All site staff will be trained regarding the location of these forms and the emergency contact protocols. All site staff will be able to locate and conduct emergency calls if/when necessary.

## EMPLOYMENT POLICIES

### Policy Against Harassment, Discrimination and Retaliation

The City of Sunnyvale is committed to creating a safe and comfortable work environment for all employees. Each employee is owed dignity and respect; the City will not tolerate workplace bullying or harassment under any circumstances. This means that there is a “zero tolerance” policy in regard to harassment, discrimination and retaliation. A copy of the full City Policy is in the Appendices section of this handbook.

### What is a “protected classification”?

Protected classifications are defined by law and include: race, religion, color, sex, gender identity, gender expression, transgender, sexual orientation, ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, pregnancy, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability (whether perceived or actual).

### What are Harassment, Discrimination and Retaliation?

- Harassment is persistent, unwelcome, annoying, disturbing or tormenting conduct of a verbal or physical nature based on a person’s actual or perceived protected classification when the conduct has the purpose, result or effect of substantial interfering with an individuals' work performance, or creating an intimidating, hostile, or offensive work environment. Even if conduct does not constitute a hostile work environment, it may still be misconduct that is cause for discipline.
- Discrimination is any action that unlawfully or unjustly results in inappropriate treatment of persons or groups based on their actual or perceived protected classification.
- Retaliation means any adverse employment action taken because an individual has engaged in protected activity.

# CASUAL EMPLOYEE HANDBOOK

## What should I do if I think there is harassment, discrimination and/or retaliation taking place?

The following options are available to employees:

- Object to the conduct. Sometimes people are not aware that their behavior is offensive and simply pointing this out may stop the behavior. While employees are encouraged to use this approach, it is not required.
- Tell your coordinator, manager or Human Resources Department about what you have observed or make a report to one of these individuals in writing; either of these approaches is always acceptable. Any coordinator or manager who receives a report of harassment, discrimination or retaliation must report this to the Human Resources Department.
- Employees may also report harassment, discrimination or retaliation to the U.S. Equal Employment Opportunity Commission (EEOC) or the California Department of Fair Employment and Housing (DFEH).

## What happens if I report a perceived violation to a coordinator or manager?

The Human Resources Director will determine what type of investigation is needed and will coordinate that investigation. The City will take the action necessary to remediate any violations of the Policy and to prevent future violations.

Every effort is made to keep complaints confidential. While complete confidentiality cannot be guaranteed, the City prohibits retaliation against a complainant or witness(es) in an investigation.

## What are my responsibilities?

- All employees are expected to treat everyone with respect, courtesy and fairness, just as we all would like to be treated. Each employee is responsible for creating a positive work environment.
- Be aware that just because you are friends with someone at work does not mean that you can make comments or jokes that would violate this policy. The City does not allow such behavior at work.
- If you believe an action or comment might violate the policy, refrain from doing or saying it. Remember the concept of 'better safe than sorry'.
- If you have questions about City Policy, you can discuss them with your supervisor, manager or the Human Resources Department. The official and complete policy is available for review at any time through the intranet or through your supervisor.
- If someone tells you that your behavior has offended them, try not to take it personally. Talk to your supervisor if you have questions about what someone has said to you about being offended by your behavior.

# CASUAL EMPLOYEE HANDBOOK

- All employees are responsible for either directly objecting to inappropriate conduct or reporting perceived violations of the Policy to a supervisor, coordinator, manager or the Human Resources Department.

## What additional responsibilities do supervisors have?

In addition to the above, the following applies to all employees with supervisory responsibilities, whether temporary or regular:

- Supervisors are responsible for receiving complaints of violation of the Policy and informing their managers and/or the Human Resources Department of such complaints. Supervisors are expected to take all complaints seriously and respond in accordance with City Policy.
- Supervisors are responsible for monitoring the work environment and taking proactive steps to ensure that the workplace is free from the type of behavior that would violate City Policy. This includes inappropriate comments, joking, horseplay, posters, etc.
- Supervisors are expected to follow up with any employee who has filed a complaint to ensure that the inappropriate behavior has ceased.
- Supervisors are responsible for making sure that no forms of retaliation, including reprisals, restraint, coercion, intimidation or discrimination, are taken against anyone who has filed a complaint or assisted with the investigation of a complaint.

## Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate Supervisor. If the issue cannot be resolved at this level, the City of Sunnyvale encourages employees to contact the Recreation Manager, Superintendent or Department Director. If the issue still cannot be resolved at the Department level, employees should contact Human Resources.

## At-Will Employment

Employment with the City of Sunnyvale is voluntarily entered into, and you are free to resign from your position with the City at will (at any time), with or without cause. Similarly, the City of Sunnyvale may terminate the casual employment relationship at will, with or without cause, as long as there is no violation of applicable Federal or State law.

Policies set forth in this handbook are not intended to create an employment contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the City of Sunnyvale and you.

## Disciplinary Action

Disciplinary action occurs for a number of reasons, including neglect, of duty; inexcusable absence without leave, tardiness, failure to observe City rules, lack of integrity, etc. An employee who is performing poorly or behaving improperly is warned by the Supervisor. Discipline may vary on a case by case basis; and may include but is not limited to dismissal.

## Resignation Procedures

You are expected to fulfill the commitment agreed upon during the interview and hiring process. If/when you terminate your employment with the City of Sunnyvale, a customary written two week notice to your supervisor is requested. Providing a two week notice does not make you eligible for the future employment with the City of Sunnyvale and leaving prior to the agreed upon date may affect your rehire status as determined by your supervisor. Please note you must return any keys issued to you, as well as your City badge on the last day of your employment.

## Pay Day & Time Sheets

City of Sunnyvale Casual Employees are paid bi-weekly on Thursdays. Paychecks can be picked up at the Community Center after 12 p.m. on pay day. You must pick up your paycheck on your own time and during normal business hours (Mon-Fri 8:30 a.m. - 5 p.m.). Checks that are not picked up will be mailed the following Tuesday morning.

You are responsible for making sure your paper or electronic time sheets are complete, accurate and signed before submitting them to your supervisor. (See Appendix S for a copy of a time sheet).

## Direct Deposit

Direct Deposit paperwork is provided to you in the Hiring Packet. If you elect for Direct Deposit, the funds will be available to you on payday after the required processing time (usually after the first paycheck). You will receive a paper paycheck until fully set-up.

If you have direct deposit and your bank or banking information changes at any time, you must complete a new direct deposit form to avoid any issues with your paycheck. Please talk to your supervisor or Human Resources to get a new form.

## Tax Withholding

Both federal and state taxes and social security taxes are deducted from your paycheck. If you need to adjust your withholding taxes, please submit an IRS W-4 form to Human Resources.

## Missing Shifts/Calling In Sick

If for any reason you are unable to report to work, you must talk to your supervisor as early as possible prior to your scheduled shift to get confirmation that you are authorized to be off. Your supervisor reserves the right to proceed with consequences at any time based on the quality of your standing. You are an asset to our department, and your attendance is crucial to the success of our programs.

## Paid Sick Leave

Casual employees accrue one-hour sick leave for every 30 hours worked. Sick leave is not available for use within the first 90 days of employment. Sick leave can accrue up to 48 hours in a year, but employees can use a maximum of 24 hours per year.

If a casual employee is separated and rehired within one year, the prior sick leave balance will be restored to the new employment, and available to use from day one. If the rehire is beyond one-year, sick leave is reset.

## Request for Days Off

Time off requests vary by program area and will be communicated to you by your program supervisor.

## Coming to Work On-Time

It is extremely important that every City staff member comes to work on-time and ready to go. If you are even two minutes late, the area you are responsible for will either not open on time or will not get the attention it needs. If you know you are going to be late, make sure you call and talk only to the staff or supervisor and let them know the reason for being late and when you will arrive.

- If possible, check in with your lead/supervisor 10 minutes prior to your scheduled shift to let them know you are here.
- Report to work in your full City of Sunnyvale issued uniform.
- Be in position and ready to work by your scheduled time.

## Schedules

Your supervisor will issue each staff member a work schedule. It will be your responsibility to know your schedule. Each program has its own scheduling policies and procedures, which will be covered by your program supervisor. It is your responsibility to ensure you do not go over 40 hours in a work week without supervisor approval. The work week is Sunday - Saturday. Your supervisor must be informed if you are being requested to work additional assignments with other supervisors. You must have prior approval before accepting additional/alternative assignments.

## Personal Property

The City of Sunnyvale assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at the office or work locations (i.e. park buildings).

## Fair Labor Practices and Overtime

The City of Sunnyvale rarely asks casual staff to work overtime; however, all overtime must be pre-approved by the program supervisor.

## Bloodborne Pathogen Exposure Control Plan

Bloodborne pathogens are microorganisms present in blood that have the ability to cause bloodborne diseases in human beings. The two most prevalent bloodborne diseases in the United States are Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV). Those contracting HIV are likely to develop Acquired Immunodeficiency Syndrome (AIDS). Both of these diseases can be deadly.

We all try to perform our jobs as safely as possible; however, as we all know, accidents can still happen. We occasionally experience cuts and scrapes that seem to accompany everyday work activities. You may be needed to assist injured participants and fellow employees (who may be bleeding) as part of your job function. All of these situations have the potential to cause exposure to blood and other human bodily fluids that may be infected with bloodborne pathogens. The government has enacted regulations to ensure that all occupational settings (where exposure exists) do as much as possible to guard against infection from various bloodborne diseases.

Recreation Services has developed and implemented procedures designed to control and/or prevent occupational exposure to potentially hazardous bloodborne pathogens.

The most important thing that each of us can do to prevent accidental exposure to bloodborne diseases is to always practice universal precautions. This means that we should approach all human blood and other bodily fluids as though they are contaminated with bloodborne pathogens. Personal Protective Equipment (PPE), such as rubber gloves and goggles, etc., will be provided to occupationally exposed employees. Employees are required to wear this protective equipment whenever they are at risk. For example, if you are required to clean up vomit, you must then treat it as if it were contaminated and wear gloves during cleanup in order to protect yourself from potential exposure.

Another way to prevent infection from bloodborne diseases is to wash your hands thoroughly for 20 seconds with soap and hot water immediately after exposure. Should any employee feel that they have been exposed to any potentially infectious material, they must report this exposure to their Supervisor immediately so that the proper treatment can be administered as quickly as possible. Vaccines do exist that can prevent infection from the Hepatitis B Virus. Unfortunately, there is no vaccine for the HIV virus at this time.

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Remember, how you deal with a situation involving blood and bodily fluids will determine whether you will be at risk of contracting a bloodborne disease. Be smart, be safe and always use universal precautions. Your departmental training Supervisor can provide you with additional information regarding this subject.

## Bloodborne Pathogens Exposure Control Plan:

- When bodily fluid is present, ensure the use of proper PPE (PPE is gloves and eye goggles)
- After care is given, clean and decontaminate all equipment and surfaces which came into contact with blood or other potentially infectious materials with an appropriate disinfectant.
- When blood or other potentially infectious material is spilled, the following considerations should be made when treating and removing a spill of infectious material:
  - Wear appropriate personal protective equipment when cleaning.
  - Fluids should be covered with an absorbent material, wiped up, and disposed of in a biohazard bag in a marked biohazard container.
  - Remove and replace protective coverings as soon as possible when contaminated, place in biohazard bag, and place in biohazard container.
  - Inspect all pails, bins, cans and other receptacles used after biohazard bag and material have been exposed. If the receptacle has any contaminants on its surface, it should be cleaned immediately with the appropriate disinfectant.
  - Pick up potentially contaminated material using mechanical means (such as dustpan and brush) and dispose of in an appropriate container. If the material has sharp edges, the material should be disposed of in a sharps container.
  - Inspect clothing to verify that it is free of sharps and other hazardous materials prior to continuing work. If clothing is exposed, handle clothing as little as possible, and place clothing in appropriate hazardous waste container.
- The employee shall ensure that all contaminated laundry is cleaned and laundered in such a way that any bloodborne pathogens potentially present are inactivated or destroyed.
- After decontaminating the area and properly disposing of fluids and contaminated equipment or clothing, the employee should wash hands with soap and hot water for 20 seconds.
- Also wash hands with soap and hot water for 20 seconds after removing gloves or other PPE, before and after eating and drinking, and after using the restroom.

## In the event of an exposure incident, follow these steps immediately:

1. Decontaminate
2. Notify the appropriate people
3. Complete the necessary documentation
4. Seek follow-up care
5. If blood or another potentially infectious material splashes into your eyes, irrigate them with clean water, saline or a sterile irrigate for 15 to 20 minutes.

## Work Related Injuries

All employees are covered for work-related illness or injuries. All illnesses and injuries, which occur within your scope of employment, are to be reported immediately to your supervisor and before leaving the premises.

### Employee Injuries:

In the event that an employee or volunteer is injured on the job, the following procedures must be followed:

- Employee's supervisor should be notified immediately in all cases, serious or minor.
- If possible, pick up a worker's compensation packet from the Community Center or Columbia Neighborhood Center, prior to employee seeking medical help or download forms at: [Cityofsunnyvale.sharepoint.com/sites/Sunspot-HRD/SiteConfig/Workers'%20Compensation.aspx](http://Cityofsunnyvale.sharepoint.com/sites/Sunspot-HRD/SiteConfig/Workers'%20Compensation.aspx). A Physician's Authorization Form and the Workers Comp Form must be completed and processed.
- If prior to injury, an employee does not have on file, a completed Designation of Personal Physician form, then the injured employee must go to one of the following:

Incidents where the injury is of a severe nature dial 911 immediately.

1. Kaiser Permanente on the Job, 10050 N. Wolfe Road Suite SW1-190, Cupertino 95014  
Call first: 408-236-6160 Mon. - Fri. between 8:30 a.m. - 5 p.m.
2. Concentra, 1197 E. Arques Ave. Sunnyvale, CA 94085  
Call: 408-773-9900, Mon. - Fri. between 7 a.m. - 5 p.m.
3. Concentra, 2737 Walsh Ave. Santa Clara, CA 95051  
Call: 408-228-8400, Mon.-Fri. between 7 a.m.-7 p.m.
4. Concentra 988 Walsh Ave, Santa Clara, CA 95051  
Call: 408-988-6868 Mon.-Fri. between 8 a.m. - 5 p.m.
5. Instant Urgent Care 970 W. El Camino Real, Ste 8, Sunnyvale, CA 94087  
Call: 408-212-7420, Mon. - Fri. 9 a.m. - 7 p.m. and Sat. - Sun. 9 a.m. - 5 p.m.
6. Kaiser Hospital Emergency Room 700 Lawrence Expressway, Santa Clara CA 95051  
Call: 408-851-5300, 24/7
7. El Camino Hospital, 2500 Grant Road, Mountain View  
Call: 650-940-7055, 24/7

## Drug and Alcohol Policy

We have a zero tolerance policy when it comes to drugs and alcohol. If you suspect anyone is under the influence of drugs or alcohol while on duty, notify your supervisor immediately. Please also notify your supervisor if you're on any prescribed medications that may affect your ability to work.

## Smoking Policy/E-Cigarette Policy

Smoking, smoking substitutes, smoke inducing devices and vaping are considered a health hazard and are not allowed while working. This includes, but is not limited to, products containing tobacco or nicotine, e-cigarettes, cigars, clove cigarettes, smokeless tobacco, snuff, chew packets, hookah smoking, personal vaporizers/e-smoking devices, marijuana and controlled substances regulated under federal law. Smoking is prohibited in public places, including all recreation areas per the Sunnyvale Municipal Code Chapter 9.28.

## Vehicle Use and Driving Policy

### Vehicles Procedures

Please observe the following guidelines when using vehicles:

1. With the approval of a manager or supervisor, staff can drive a City vehicle for City business.
2. Vehicle reservations may be placed on SharePoint. Reserve vehicles up to 6 months in advance. Place your reservation for the actual times the vehicle will be in use and add in additional time as necessary to ensure that the vehicle is returned prior to your end time. Cancel the reservation if it is no longer needed.
3. The schedules for both City vehicles will be printed on Monday mornings by a Facility Attendant and posted in the Facility Attendant cubicle behind the front counter. If you are making a reservation within the same week, manually write your reservation on the printed schedule.
4. Check the vehicle via a walk-around prior to each use. If you suspect there is any new cosmetic damage, please report it immediately to the Facility Coordinator.
5. Safety belts should be in use for all passengers at all times, and please observe the "no smoking" designation for yourself and passengers.
6. Each person that checks out a vehicle should check gas level before using. Notify Facility Coordinator or your supervisor if there is a problem with the vehicle so that repairs can be scheduled.
7. Please be sure the vehicle is returned with a minimum of a quarter tank of gas. Vehicles may be refueled at gas stations at City Hall and the Corp Yard. Vehicles must have the ignition on or gas pumps will not work.
8. Return vehicle to its original location (Community Center Parking Lot 3 or Columbia Neighborhood Center).
9. Please park away from the trees so vehicles stay clean.
10. Please make sure all doors are locked and the emergency brake is secured.
11. Please help keep the vehicles clean by removing all trash, supplies, and other items from the vehicles after use. Do not forget to recycle! Be considerate of others using the vehicles after you.

# CASUAL EMPLOYEE HANDBOOK

12. Return keys to the Facility Attendant cubicle in the Community Center or Office #2 in Columbia Neighborhood Center
13. Observe City policies and procedures related to the use of the City vehicles (See Appendix N).

## All Drivers:

- Must have in possession a valid driver license.
- Must complete driver safety training offered at the Corp Yard or through Risk Management. (For Fun on the Run truck only).
- Must wear a safety belt at all times including parking lots and site locations.
- Must go through the safety checklist before leaving the site (see below Fun on the Run.)
- When parking off-site, one must follow the orange cone policy. An orange cone (located in the back of the van or truck) must be placed at the rear of the vehicle any time the vehicle is parked. This rule applies in parking lots as well. Be sure to pick up the cone and check around the vehicle for any objects before you drive away.
- Must operate the vehicle in a safe and law-abiding manner.
- All City vehicles and equipment shall be used exclusively for City business.
- Smoking is not permitted in City vehicles.
- Talking on a cell phone is not permitted while operating City vehicles (even on a Bluetooth device).

## Privately Owned Vehicles:

- Employees driving their personal vehicle within the course and scope of employment shall carry liability insurance at the employee's expense.
- Employees must carry at least \$100,000/\$300,000 for bodily injury, and \$50,000 for property damage.
- The City does not cover damage to an employee's personally owned vehicle, even if the employee is driving on City business.

## Safety Checklist for Fun on the Run Truck

1. Check around the truck for anything unusual, leaks, damage to locks/other vehicle compartments (i.e. T.V door, generator, etc.).
2. Check the tire pressure.
3. Get in the cab and start engine.
4. Listen for unusual noises.
5. Look at the gauges and make sure they are all within normal range.
6. Ensure there are no warning lights on.
7. Make sure mirrors are adjusted correctly.
8. Disengage the parking brake. If you need to back the truck out of the parking space, make sure another staff member is outside to help guide the truck out of the spot.

# CASUAL EMPLOYEE HANDBOOK

9. Obey all traffic rules, speed limits, adjust driving style to weather conditions. You're your safety belt and shoulder harness, it's the law.
10. Know the location of Material Safety Data Sheets (MSDS) 24 hour phone number in case of an emergency, spills, exposures, poisonings: Call 1-800-451-8346
11. When arriving or leaving a program site, one staff member must exit the vehicle and guide the Fun on the Run truck from outside the vehicle to avoid potential hazards.
12. Once the vehicle is parked at the site, one orange cone must be placed at each corner of the truck.
13. Make sure staff manual (only for Fun on the Run), proof of insurance, and vehicle registration are in the vehicle.

## What to do if there are mechanical problems:

- Call your supervisor.
- If your supervisor isn't available, call the manager that oversees your program area.
- Call the Fleet Management office located at the Corp Yard 408-730-7569. Staff must not make any type of mechanical repair, which includes jump starting a vehicle.
- If it is outside normal business hours call Sunnyvale Towing 408-736-9645

## Animal Safety

It is important to take certain safety precautions when encountering living or dead animals such as bats, birds, squirrels, etc. Enjoy watching the animals from a distance but remember to treat them like wild animals and never try to pick one up. Remind participants to not touch any animal (dead or alive), because it may have rabies. Remember the following if you find a dead or living animal:

- Do not touch the animal.
- Remove yourself, other staff, and participants from the immediate area.
- Secure the area and call Animal Services at 408-730-7178. They will send someone to pick it up.
- Be sure to wash your hands and disinfect the area where the animal was found.

## CLOSING

Once again, we would like to welcome you to the Recreation Services Team! While providing our participants with an enjoyable summer experience, we must always remember to work safely, courteously, and efficiently. As Recreation Service Staff, we hold you to a high standard and have great expectations. So, remember the following:

You are the face of the City of Sunnyvale and this division. Remember to practice good customer service skills, show up to work on time, and smile! We hope your experiences here are exciting, rewarding, and of future value. Congratulations and good luck!

## APPENDICES

The documents enclosed herein are general guidelines and provides basic framework so you can perform your job duties in a professional and safe manner. A copy of all City policies can be found on the City's intranet or through your supervisor.

Appendix A: Activity and Facility Locations

Appendix B: Registration Form

Appendix C: Accident/Incident Report Form

Appendix D: Emergency Form

Appendix E: Medication Form

Appendix F: Medication Log

Appendix G: Health Effects of Heat

Appendix H: Bloodborne Pathogens Training - Fact and Skill Sheet

Appendix I: Suspected Child Abuse Report Form

Appendix J: Recognizing Child Abuse

Appendix K: Suspected Elder Abuse Report Form

Appendix L: Signs of Elder Abuse

Appendix M: Evacuation Map – Recreation Center

Appendix N: City Vehicles Policy

Appendix O: Policy Against Harassment, Discrimination and Retaliation

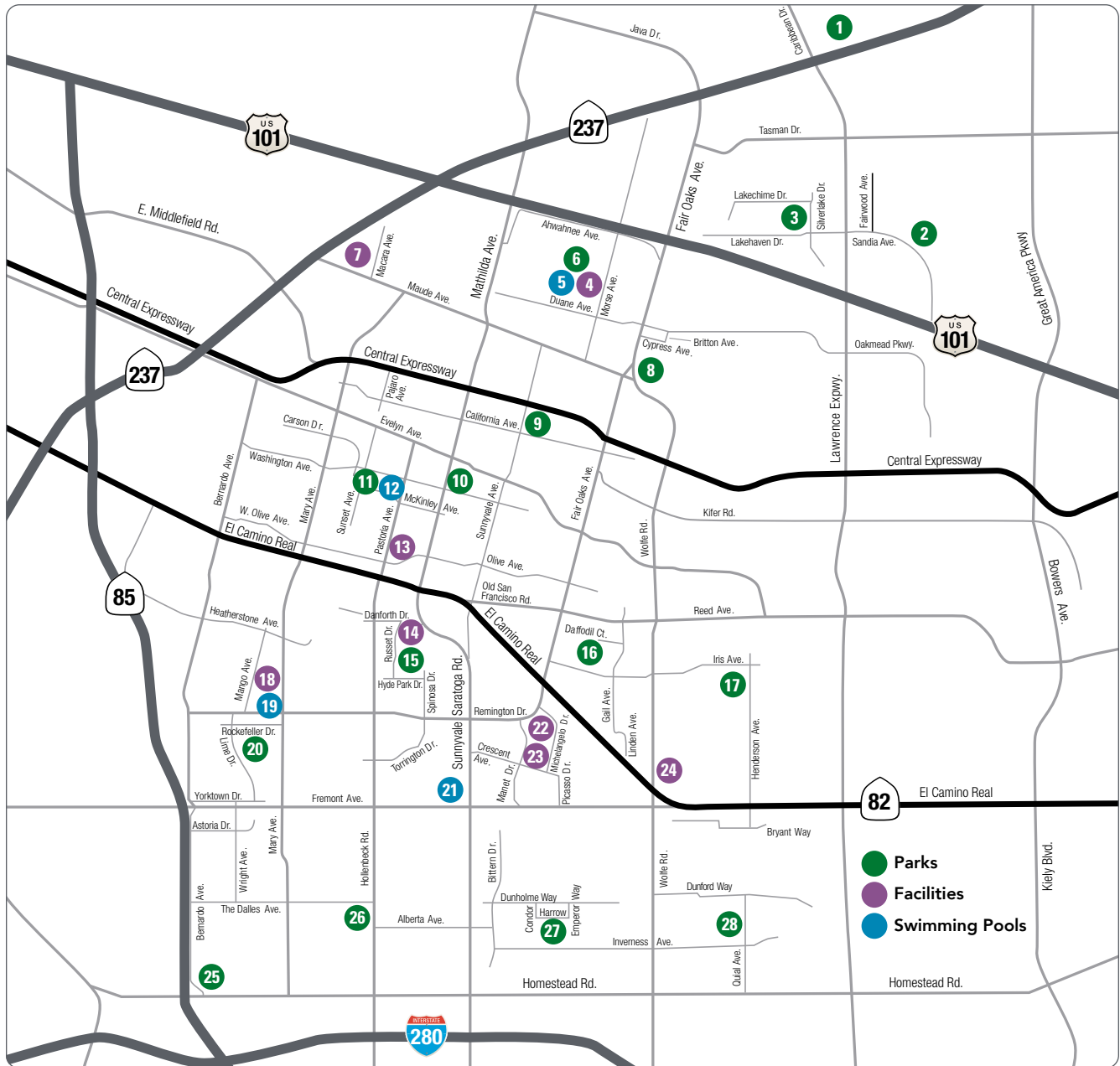
Appendix P: Drug and Alcohol Policy

Appendix Q: Program and Service Accessibility for Persons with Disabilities

Appendix R: Staff Evaluation Form

Appendix S: Time Sheet

# ACTIVITY AND FACILITY RENTAL LOCATIONS



- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>1 Baylands Park 999 E Caribbean Drive</li> <li>16 Braly Park 704 Daffodil Court</li> <li>5 Columbia Middle School Pool 730 Morse Ave.</li> <li>4 Columbia Neighborhood Center 785 Morse Ave.</li> <li>6 Columbia Park 789 Morse Ave.</li> <li>22 Creative Arts Center 550 E. Remington Drive</li> <li>25 Cupertino Middle School 1650 S. Bernardo Ave.</li> <li>20 De Anza Park 1150 Lime Drive</li> <li>8 Fair Oaks Park 540 N. Fair Oaks Ave.</li> <li>2 Fairwood Park 1255 Sandia Ave.</li> <li>23 Indoor Sports Center 550 E. Remington Drive</li> </ul> | <ul style="list-style-type: none"> <li>3 Lakewood Park 834 Lakechime Drive</li> <li>15 Las Palmas Park 850 Russet Drive</li> <li>9 Murphy Park 130 E. California Ave.</li> <li>10 Plaza del Sol 200 W. Evelyn Ave.</li> <li>27 Ortega Park 636 Harrow Way</li> <li>17 Ponderosa Park 811 Henderson Ave.</li> <li>28 Raynor Park 1565 Quail Ave.</li> <li>23 Recreation Center 550 E. Remington Drive</li> <li>23 Sunnyvale Heritage Park Museum 550 E. Remington Drive</li> <li>26 Serra Park 730 The Dalles Ave.</li> <li>24 Sunken Gardens Golf Course 1010 S. Wolfe Road</li> <li>7 Sunnyvale Golf Course 605 Macara Ave.</li> </ul> | <ul style="list-style-type: none"> <li>18 Sunnyvale Middle School 1080 Mango Ave.</li> <li>19 Sunnyvale Middle School Pool 1080 Mango Ave.</li> <li>13 Sunnyvale Public Library 665 W. Olive Ave</li> <li>23 Sunnyvale Senior Center 550 E Remington Drive</li> <li>21 Sunnyvale Swim Complex 1283 Sunnyvale-Saratoga Road</li> <li>22 Sunnyvale Theatre and Dance Studio 550 E. Remington Drive</li> <li>11 Washington Park 840 W. Washington Ave.</li> <li>12 Washington Pool 255 S. Pastoria Ave.</li> <li>14 Sunnyvale Tennis Center 755 S. Mathilda Ave.</li> </ul> |
|---|---|--|

Map reflects on-site class programs that use City of Sunnyvale facilities, pools and parks. For off-site locations, addresses are listed with the class description.

# REGISTRATION FORM

Please **PRINT** your information. For Senior Center trips, contact the Sunnyvale Senior Center 408-730-7360.

## Returning Customer

Phone Number or Household ID Number: \_\_\_\_\_ Last Name \_\_\_\_\_

### New Customer or Information Update

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_ Cell Phone ( ) \_\_\_\_\_

Email Address \_\_\_\_\_  Please send me email updates about recreation classes and programs.

Emergency Contact Name \_\_\_\_\_ Emergency Contact Phone ( ) \_\_\_\_\_

**WAIVER OF LIABILITY AND PHOTO RELEASE:** In consideration of participation in a class or activity offered by the City of Sunnyvale Department of Library and Community Services – Community Services Division, I, the undersigned for myself and/or as the parent/guardian of the Minor named above, agree to indemnify and hold the City of Sunnyvale harmless and hereby waive, release and discharge any and all claims for damage, for death, personal injury, bodily injury or property damage which I and/or the Minor may have or which hereinafter may accrue to me and/or the Minor against the City of Sunnyvale, its City Council, employees, agents, volunteers, independent contractors, and instructors from and against any liability arising out of or connected in any way with my and/or the Minor's participation in this class or activity, even though that liability may arise out of negligence or carelessness on the part of the person or entities mentioned above.

I understand that accidents and injuries can arise from participation in this class or activity; knowing the risks, nevertheless, I hereby agree to assume those risks on behalf of me and/or the above named Minor and to release and to hold harmless all of the persons or entities mentioned above whom (through negligence or carelessness) might otherwise be liable to me and/or the above named Minor (or my/our heirs or assignees) for damages. It is further understood and agreed that this waiver, release and assumption of risks has been freely entered into and is to be binding on my/our heirs and assigns.

I have read and agree to the registration and program policies. Further, I agree to allow use of my image and/or that of the named Minor, which may be captured through video, photo, digital camera or other media, for City of Sunnyvale promotional materials and publications. By my signature below, I acknowledge that I have read this document and understand its contents.

### EACH ADULT PARTICIPANT (AGES 18+) OR A PARENT/LEGAL GUARDIAN FOR PARTICIPANTS UNDER 18 MUST SIGN BELOW.

Check the appropriate box(es) and sign:  Participant (Ages 18+)  Parent  Legal Guardian

I **acknowledge** that I have **reviewed** the **concussion management** information available on page 66 of this guide and/or at Sunnyvale.ca.gov.

I **acknowledge** that I have **read and understood the refund/transfer/cancellation policy** on page 64 and/or at Sunnyvale.ca.gov.

Signatures \_\_\_\_\_ Date \_\_\_\_\_

Names \_\_\_\_\_

**SPECIAL NEEDS:** If you or your child has special needs related to this class or activity, please indicate: \_\_\_\_\_

First Name	Last Name	Birth Date (under 18)	Gender	Class Name	T-Shirt Size*	Class Number	Class Fee
						.	\$
						.	\$
						.	\$
						.	\$
						.	\$
<b>Current Senior Center members can deduct \$5 per Senior Center Class →</b>							\$
<b>TOTAL FEES →</b>							\$

\*T-Shirt Size for select classes only. See class description. Sizes available are YXS, YS, YM, YL (Youth) or AS, AM, AL, AXL (Adult)

My check, made payable to City of Sunnyvale, is attached. (Note: \$30 charge on all returned checks.)

Charge My:  Discover  MasterCard  Visa Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

3-Digit Security Code (on back of card): \_\_\_\_\_ Name of Card Holder: \_\_\_\_\_ Signature: \_\_\_\_\_

**Accident/Incident Report**  
 Department of Library and Community Services  
 Community Services Division

**IMPORTANT: FILL OUT THIS FORM COMPLETELY**

**General Information**

Date of Accident/Incident: \_\_\_\_\_ Time of Accident/Incident: \_\_\_\_\_

Activity being conducted at the time of accident/incident: \_\_\_\_\_

Facility or site name: \_\_\_\_\_ Staff on duty: \_\_\_\_\_

Where did the accident/incident occur? \_\_\_\_\_

**Type of Accident/Incident (Please check any that apply)**

- |                                      |  |   |   |
|--------------------------------------|--|---|---|
| <input type="checkbox"/> Accident    | <input type="checkbox"/> Theft                 | <input type="checkbox"/> Assault          | <input type="checkbox"/> Indecent Exposure        |
| <input type="checkbox"/> Vandalism   | <input type="checkbox"/> Property Damage       | <input type="checkbox"/> Disturbing Peace | <input type="checkbox"/> Threat or Use of Weapons |
| <input type="checkbox"/> Molesting   | <input type="checkbox"/> Passive Victim Rescue | <input type="checkbox"/> Drug/Alcohol Use | <input type="checkbox"/> Active Victim Rescue     |
| <input type="checkbox"/> Trespassing | <input type="checkbox"/> Other _____           |   |   |

**Injured Person (Accidents involving City employees require additional paperwork)**

- Participant     Non-Participant     Contract Employee     Volunteer     City Employee

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ City/Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**\* If there is no injury involved, skip to #5**

**1. Injury – Describe injury (specify type: abrasion/insect sting/cut/bloody nose/etc.)**

\_\_\_\_\_

Place a "N/A," "R" for right or "L" for left, next to each part of the body:

Arm \_\_\_\_\_ Hand \_\_\_\_\_ Finger \_\_\_\_\_ Leg \_\_\_\_\_ Foot \_\_\_\_\_ Toe \_\_\_\_\_ Front Torso \_\_\_\_\_  
 Back \_\_\_\_\_ Face (specifically) \_\_\_\_\_ Head (specifically) \_\_\_\_\_ Other \_\_\_\_\_

**2. First Aid**

What treatment was given?     Ice pack     Cleaned wound     Band-Aid     Removed stinger

Other \_\_\_\_\_

Was 911 contacted?  Yes  No    If 911 was contacted, enter DPS Case or Event # \_\_\_\_\_

**4. Name of relative or friend if contacted**

Name: \_\_\_\_\_ What was their response? \_\_\_\_\_

**5. What did the injured person do after the accident/incident?**

**6. Detailed description of what happened:**

**7. Action taken by staff:**

**8. People Involved (witnesses, instigators, etc., other than injured person)**

Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_

**9. Statement by others involved, if any (attach additional sheets if necessary)**

PERSON COMPLETING REPORT \_\_\_\_\_ TITLE: \_\_\_\_\_

SIGNATURE \_\_\_\_\_ EXT.: \_\_\_\_\_ DATE: \_\_\_\_\_

➡ ➡ ➡ Forward to Supervisor within 24 hours ➡ ➡ ➡

REVIEWING SUPERVISOR \_\_\_\_\_ DATE \_\_\_\_\_

cc: Division File  
Risk & Insurance, HR  
Investigations Unit, DPS (only child abuse reports)

# Emergency Card and Waiver Form

Program Name: \_\_\_\_\_

Participant's Name: First: \_\_\_\_\_ Last: \_\_\_\_\_

Address: \_\_\_\_\_ City/ST/Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Birth Date:     /     /

Parent/Guardian 1: Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Status:  Married    Divorced    Legal Guardian    Caregiver

Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Parent/Guardian 2: Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Status:  Married    Divorced    Legal Guardian    Caregiver

Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Work Phone: \_\_\_\_\_

## EMERGENCY CONTACTS WITH PERSONS AUTHORIZED TO PICK UP PARTICIPANT (must be local)

Unless listed as "persons not authorized to pick up participant," both parents/guardians may pick up child.

Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Alternate #: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Alternate #: \_\_\_\_\_ Relationship: \_\_\_\_\_

## PERSONS NOT AUTHORIZED TO PICK UP PARTICIPANT

Attach photo and description (include court order if a parent/legal guardian)

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

## INDEPENDENT DISMISSAL

Youth may be allowed to sign themselves in and out of the program; however, we require parent's/guardian's consent to do so.

**Child may not sign self out if you identified a person as NOT AUTHORIZED above.**

Yes, participant is authorized to sign out of the program at any time.

Signature of parent/guardian if permission is given

No, participant is unauthorized to sign out. Parent/guardian must be present to sign out participant.

## MEDICAL HISTORY

Allergies:  Pollen    Hay Fever    Bee Stings    Other Insect    Foods    Other allergies    Carries Bee Sting / Epinephrine Kit

List other allergies here: \_\_\_\_\_

List dietary restrictions here: \_\_\_\_\_

List current medications and purpose: \_\_\_\_\_

Please explain any other health conditions your child may have; e.g., ADHD: \_\_\_\_\_

Does your child require special accommodations?  No    Yes; please explain:

*Please contact the Recreation Coordinator two weeks prior to the start of the program if special accommodations are required.*

I have completed the "Waiver of Liability & Photo Release" on the other side of this registration form. **IMPORTANT**

Program Name: \_\_\_\_\_

**WAIVER OF LIABILITY AND PHOTO RELEASE**

In consideration of participation in a class or activity offered by the City of Sunnyvale Department of Library and Community Services–Community Services Division, I, the undersigned and the parent/guardian of the Minor named on the other side of this document (hereinafter, “Minor”), hereby agree to allow the Minor to participate in this class or activity and agree to indemnify and hold the City of Sunnyvale harmless and hereby waive, release and discharge any and all claims for damage, for death, personal injury, bodily injury or property damage which Minor and/or I may have or which hereinafter may accrue to Minor and/or myself against the City of Sunnyvale, its City Council, employees, agents, volunteers, independent contractors, and instructors from and against any liability arising out of or connected in any way with Minor’s participation in this class or activity, even though that liability may arise out of negligence or carelessness on the part of the person or entities mentioned above.

I understand that accidents and injuries can arise from participation in this class or activity; knowing the risks, nevertheless, I hereby agree to assume those risks on behalf of Minor and/or myself and to release and to hold harmless all of the persons or entities mentioned above whom (through negligence or carelessness) might otherwise be liable to Minor and/or myself (or Minor’s and/or my heirs or assignees) for damages. It is further understood and agreed that this waiver, release and assumption of risks has been freely entered into and is to be binding on Minor’s and/or my heirs and assigns.

I have read and agree to the registration and program policies. Further, I agree to allow use of my image and/or that of the named minor, which may be captured through video, photo, digital camera or other media, for City of Sunnyvale promotional materials and publications. By my signature below, I acknowledge that I have read this document and understand its contents.

**Parent/Guardian Name (printed):** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Permission Form to Dispense Prescribed Medication

Participant: \_\_\_\_\_ Date of Birth : \_\_\_\_\_  
 Program: \_\_\_\_\_ Date form received by the City: \_\_\_\_\_  
 Age: \_\_\_\_\_ Coordinator: \_\_\_\_\_

**To be completed by the physician or authorized prescriber:**

Name of medication: \_\_\_\_\_

Reason for medication (Optional) \_\_\_\_\_

Form of medication/treatment: \_\_\_\_\_

Tablet/capsule     Liquid     Inhaler     Other

Instructions (Schedule and dose to be given at camp):

Start Medication: \_\_\_\_\_ Dosage: \_\_\_\_\_

Stop Medication: \_\_\_\_\_

Instructions to administer medication \_\_\_\_\_

Restrictions and/or important side effects: \_\_\_\_\_

None anticipated  
 Yes, Please describe: \_\_\_\_\_

Special storage requirements:

None     Refrigerate     Other

Is this participant both capable and responsible for self-administering this medication?

No     Yes-Supervised     Yes-Unsupervised

This participant may carry this medication (for emergency-type meds only):  No     Yes

Please indicate if you have provided additional information:  On the back side of this form     As an attachment

Date: \_\_\_\_\_ Signature of Physician: \_\_\_\_\_

Physician's  
 Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

**To be completed by parent/guardian:**

I request that (name of child) \_\_\_\_\_ receive the above medication according to standard City policy.

I request that (name of child) \_\_\_\_\_ be allowed to self-administer the above emergency-type medication according to City policy. **(IT IS STRONGLY RECOMMENDED THAT A SECOND PRESCRIPTION BE STORED IN THE PROGRAM OFFICE IN THE EVENT THE PARTICIPANT FORGETS THE MEDICATION AND THERE IS AN EMERGENCY)**

I have completed and attached a Medication Waiver and Release of Liability

Date: \_\_\_\_\_ Signature: \_\_\_\_\_ Relationship: \_\_\_\_\_

(Over)

# City of Sunnyvale

## MEDICATION WAIVER AND RELEASE OF LIABILITY

**To be completed by parent/guardian:**

The undersigned, parent or legal guardian of \_\_\_\_\_  
(child's name)

Request that medication be administered to my child in accordance with the instructions provided by my child's physician or authorized prescriber on the front page of this form. I understand that the City of Sunnyvale, Department of Community Services–Recreation Division, is agreeing to administer this medication to my child in order to accommodate my child's medical condition and solely as a result of my request. I understand that the medication will not be administered by trained medical personnel. I further expressly and knowingly agree to hold the City of Sunnyvale, its officers, employees, agents, volunteers, instructors and contractors harmless and hereby waive, release and discharge any and all claims for damage, death, personal injury, bodily injury or property damage that may arise as a result of the administration of or failure to administer said medication.

\_\_\_\_\_  
Signature of Parent or Legal Guardian

\_\_\_\_\_  
Date

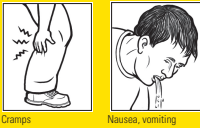




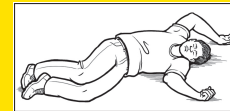
# Health effects of heat

Two types of heat illness:

## Heat Exhaustion



## Heat Stroke



Watch out for early symptoms. You may need medical help.

People react differently — you may have just a few of these symptoms, or most of them.

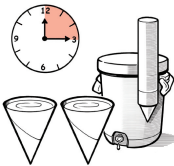
1



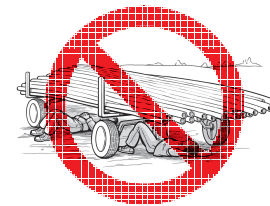
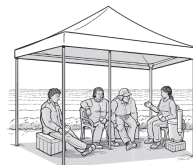
# Stay safe and healthy!

**WATER. REST. SHADE.** The work can't get done without them.

Drink water even if you aren't thirsty — every 15 minutes.



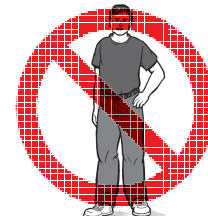
Rest in the shade.



Watch out for each other.



Wear hats and light-colored clothing.



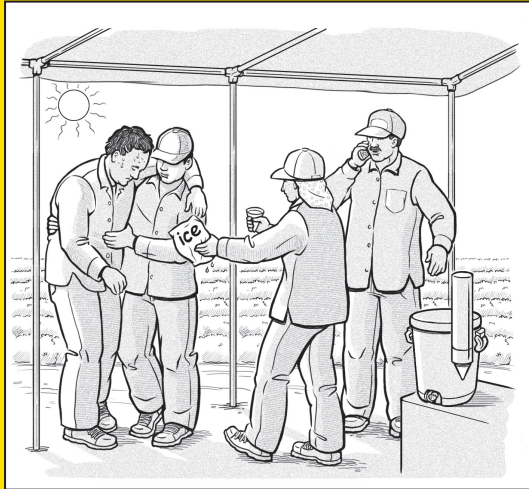
"Easy does it" on your first days of work in the heat. You need to get used to it. Rest in the shade — at least 5 minutes as needed to cool down.

2



# Be prepared for an emergency

Heat kills -- get help right away!



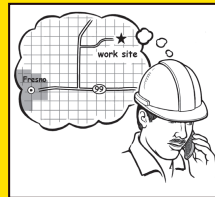
## If someone in your crew has symptoms:

- 1) Tell the person who has a radio/phone and can call the supervisor – you need medical help.
- 2) Start providing first aid while you wait for the ambulance to arrive.
- 3) Move the person to cool off in the shade.
- 4) Little by little, give him water (as long as he is not vomiting).
- 5) Loosen his clothing.
- 6) Help cool him: fan him, put ice packs in groin and underarms, or soak his clothing with cool water.

## When you call for help, you need to:

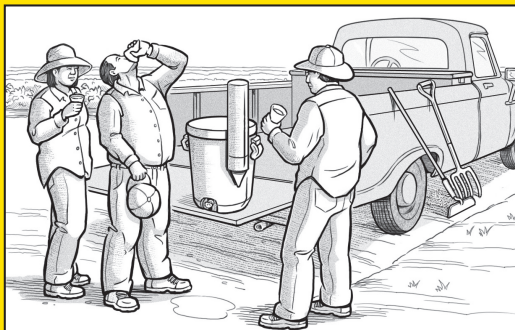
- Be prepared to describe the symptoms.
- Give specific and clear directions to your work site.

3

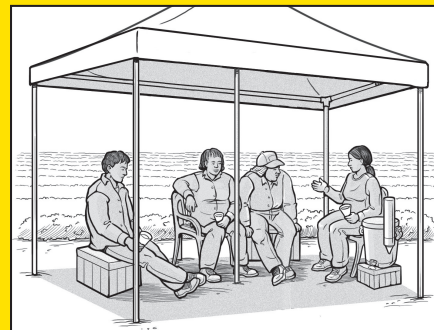


# Heat illness can be prevented!

At our work site, we have:

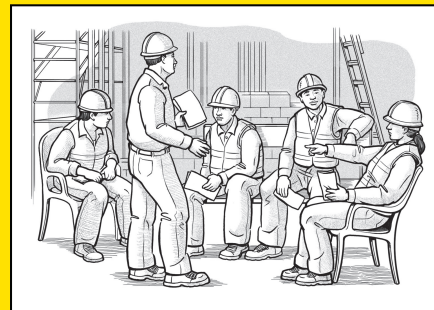


Water



Shade to rest and cool down

We are extra careful when there is a heat wave or temperature goes up. Then we may change our work hours, and we all need more water and rest.



Training and emergency plan

4



U.S. Department of Labor



Occupational Safety and Health Administration  
U.S. Department of Labor



Developed by  
CAL OSHA



For more information:  
1-800-321-OSHA (6742) • TTY 1-877-889-5627 • [www.osha.gov](http://www.osha.gov)

OSHA 3431-04N 2011



## BLOODBORNE PATHOGENS TRAINING FACT AND SKILL SHEET

Bloodborne pathogens are disease-causing agents present in blood and other potentially infectious materials. Other potentially infectious materials are human body materials other than blood that could carry bloodborne pathogens. Other potentially infectious materials are defined by the Occupational Safety and Health Administration (OSHA) as:

- Human body fluids including cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, semen, vaginal secretions, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.
- Any unfixed tissue or organ (other than intact skin) from a human (living or dead).
- Cell, tissue or organ cultures that contain human immunodeficiency virus (HIV); culture medium or other solutions that contain HIV or hepatitis B virus (HBV); and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

For infection to occur, blood or other potentially infectious materials from an infected person must enter another person's bloodstream via the eyes, the mucous membranes (such as those that line the mouth and nose) or an area of broken skin. This can occur through direct or indirect contact:

- **Direct contact:** A bloodborne pathogen is passed from one person to another through close physical contact between two people.
- **Indirect contact:** A bloodborne pathogen is passed from one person to another via a surface or object contaminated with an infected person's blood or other potentially infectious material.

Some bloodborne pathogens pose particular risk because they can have long-term effects on a person's health. These include hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).

To lower the risk for the transmission of bloodborne pathogens in the workplace:

- Follow standard precautions (treat all blood and other potentially infectious materials as if they are known to be infectious).
- Familiarize yourself with your employer's exposure control plan. Use the tools (engineering controls) and follow the procedures (workplace controls) as specified in the exposure control plan to protect yourself and others from exposure.
- Use appropriate personal protective equipment (PPE) as specified in your employer's exposure control plan and whenever there is a possibility of coming into contact with blood or other potentially infectious materials. Remove PPE, such as latex-free disposable gloves, using proper technique to avoid contaminating your own skin or clothing.

- Wash your hands using proper technique according to your employer's guidelines. At minimum, wash:
  - Before providing care (if possible), and always after providing care, even if you wore gloves.
  - After touching blood, other potentially infectious materials or broken (non-intact) skin.
  - After touching objects or surfaces that could be contaminated with blood or other potentially infectious materials.
  - After removing gloves or other PPE.
  - Before and after eating and drinking.
  - After using the restroom.
- Follow your employer's procedures for disposing of single-use equipment and supplies, and for cleaning and disinfecting reusable equipment and surfaces.
- Know how to respond to an exposure incident, as specified in your employer's exposure control plan.

Skill Sheet

# Removing Latex-Free Disposable Gloves

1. Pinch the palm side of one glove on the outside near your wrist.



2. Pull the glove toward your fingertips, turning it inside out as you pull it off your hand.



3. Hold the glove in the palm of your other (still-gloved) hand.



Skill Sheet

# Removing Latex-Free Disposable Gloves *continued*

4. Carefully slip two fingers under the wrist of the other glove. Avoid touching the outside of the glove.



5. Pull the glove toward your fingertips, turning it inside out as you pull it off your hand. The other glove is now contained inside.



6. Dispose of the gloves properly and wash your hands.



## **ACKNOWLEDGMENT OF MANDATED REPORTING REQUIREMENTS, RECEIPT OF TRAINING, AND RECEIPT OF PENAL CODE STATUTES**

A mandated reporter is an individual who is obligated by law to report suspected cases of child abuse and neglect. In general, any individual who, in the ordinary course of their employment, has contact with children is a mandated reporter. Mandated reporters include child care workers, teachers and coaches. (California Penal Code § 11165.7.)

If your job duties as an employee or an independent contractor of the **City of Sunnyvale** include either, (1) direct contact and supervision of children, or, (2) contact with children in a youth center, youth recreation program, or other youth organization, you are a Mandated Reporter. Prior to commencing employment and as a prerequisite of that employment, California law requires that you sign a statement to the effect that you have knowledge of the provisions of the Mandated Reporter Law, and will comply with those provisions. (California Penal Code § 11166.5.)

The following are your Mandated Reporter responsibilities under California law. You are also being provided with a separate informational document which includes the text of the California Mandated Reporter Law and contact information for Child Abuse and Neglect Reporting for the **County of Santa Clara**. Please review this information carefully and acknowledge your receipt and understanding where indicated. If you have questions or concerns about this form or your Mandated Reporter responsibilities, please contact the **Department of Human Resources** at **(408) 730-7490**.

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I understand that:

- By virtue of my employment or independent contractor status with the **City of Sunnyvale**, and because my employment requires me to have contact with children, I am a Mandated Reporter as defined by California Penal Code § 11165.7.
- The following situations trigger mandatory reports: a) Physical Abuse (willful harming of a child); b) Sexual Abuse including sexual assault, child exploitation, pornography, and trafficking; c) Severe or General Neglect; and d) Extreme Corporal Punishment (resulting in injury). (Cal. Pen. Code § 11165 et seq.) I further understand that I may, but am not required to, report suspected Emotional Abuse. (Cal. Pen. Code § 11165.05.)
- If I reasonably suspect that a child is being abused, I must immediately make a telephone report. I must follow up with a written report within 36 hours. This report may be made to local law enforcement, or County Sheriff's Department, Probation Department or Child Welfare Agency. (Cal. Pen. Code § 11166(a).)

- If I reasonably suspect that a child is being abused, I may consult with my supervisor or management. My supervisor and I may agree to file a joint report, but I understand that even if my supervisor disagrees with me, if I reasonably suspect that a child is being abused, I must make a report. (Cal. Pen. Code § 11166(h).)
- I am not required to, but I may, share information about suspected abuse with my supervisor or management or the parents of the alleged victim.
- When I make a mandated report, I will be required to give my name. However, my identity will be kept confidential unless I either consent to disclosure or if disclosure is made pursuant to a court order. Further, agencies investigating the mandated report may disclose my identity to one another. (Cal. Pen. Code § 11167(d).)
- The following agencies and individuals receiving or investigating mandated reports may disclose my identity to one another:
  - Prosecutors in a criminal prosecution or in an action initiated under section 602 of the Welfare and Institutions Code arising from alleged child abuse;
  - Counsel appointed pursuant to subdivision (c) of Section 317 of the Welfare and Institutions Code;
  - The county counsel or prosecutor in a proceeding under Part 4 (commencing with Section 7800) of Division 12 of the Family Code or Section 300 of the Welfare and Institutions Code;
  - A licensing agency when abuse or neglect in out-of-home care is reasonably suspected. (Cal. Pen. Code § 11167.5.)
- I may not be disciplined, dismissed, retaliated against, discriminated against or harassed for making a mandated report of reasonably suspected child abuse.
- As a Mandated Reporter, I have civil and criminal immunity when making a report. (Cal. Pen. Code § 11172.)
- As a Mandated Reporter, **it is a misdemeanor to fail to comply with Mandated Reporting laws and I can be held criminally liable for failing to report suspected abuse.** The penalty for this is up to six months in County jail, a fine of not more than \$1000, or both. I further understand I could be civilly liable for failure to report. (Cal. Pen. Code § 11166(c).)

**I have been provided with a copy of California Penal Code sections 11164-11174.3 (Mandated Reporter Law).**

**I understand that I am a legally Mandated Reporter. I am aware of and understand my responsibilities under the Mandated Reporter laws of this state and am willing and able to comply. I understand that a copy of this Acknowledgement will be kept in my personnel file.**

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Employee Number

\_\_\_\_\_  
Supervisor Name



## Recognizing Child Abuse: What Parents Should Know

The first step in helping abused children is learning to recognize the symptoms of child abuse. Although child abuse is divided into four types -- physical abuse, neglect, sexual abuse, and emotional maltreatment -- the types are more typically found in combination than alone. A physically abused child for example is often emotionally maltreated as well, and a sexually abused child may be also neglected. Any child at any age may experience any of the types of child abuse. Children over age five are more likely to be physically abused and to suffer moderate injury than are children under age five.

1. Recognizing Child Abuse
2. Signs of Physical Abuse
3. Signs of Neglect
4. Signs of Sexual Abuse
5. Signs of Emotional Maltreatment

---

### RECOGNIZING CHILD ABUSE

Experienced educators likely have seen all forms of child abuse at one time or another. They are alert to signs like these that may signal the presence of child abuse.

#### *The Child:*

- Shows sudden changes in behavior or school performance;
- Has not received help for physical or medical problems brought to the parents' attention;
- Has learning problems that cannot be attributed to specific physical or psychological causes;
- Is always watchful, as though preparing for something bad to happen;
- Lacks adult supervision;
- Is overly compliant, an overachiever, or too responsible; or
- Comes to school early, stays late, and does not want to go home.

#### *The Parent:*

- Shows little concern for the child, rarely responding to the school's requests for information, for conferences, or for home visits;
- Denies the existence of -- or blames the child for -- the child's problems in school or at home;
- Asks the classroom teacher to use harsh physical discipline if the child misbehaves;
- Sees the child entirely bad, worthless, or burdensome;



- Demands perfection or a level of physical or academic performance the child cannot achieve; or
- Looks primarily to the child for care, attention, and satisfaction of emotional needs.

***The Parent and Child:***

- Rarely touch or look at each other;
- Consider their relationship entirely negative; or
- State that they do not like each other.

None of these signs proves that child abuse is present in a family. Any of them may be found in any parent or child at one time or another. But when these signs appear repeatedly or in combination, they should cause the educator to take closer look at the situation and to consider the possibility of child abuse. That second look may reveal further signs of abuse or signs of a particular kind of child abuse.

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## **SIGNS OF PHYSICAL ABUSE**

***Consider the possibility of physical abuse when the child:***

- Has unexplained burns, bites, bruises, broken bones, or black eyes;
- Has fading bruises or other marks noticeable after an absence from school;
- Seems frightened of the parents and protests or cries when it is time to go home from school;
- Shrinks at the approach of adults; or
- Reports injury by a parent or another adult caregiver.

***Consider the possibility of physical abuse when the parent or other adult caregiver:***

- Offers conflicting, unconvincing, or no explanation for the child's injury;
- Describes the child as "evil," or in some other very negative way;
- Uses harsh physical discipline with the child; or
- Has a history of abuse as a child.

---

## **SIGNS OF NEGLECT**

***Consider the possibility of neglect when the child:***

- Is frequently absent from school;
- Begs or steals food or money from classmates;
- Lacks needed medical or dental care, immunizations, or glasses;
- Is consistently dirty and has severe body odor;
- Lacks sufficient clothing for the weather;



- Abuses alcohol or other drugs; or
- States there is no one at home to provide care.

***Consider the possibility of neglect when the parent or other adult caregiver:***

- Appears to be indifferent to the child;
- Seems apathetic or depressed;
- Behaves irrationally or in a bizarre manner; or
- Is abusing alcohol or other drugs.

---

**SIGNS OF SEXUAL ABUSE**

***Consider the possibility of sexual abuse when the child:***

- Has difficulty walking or sitting;
- Suddenly refuses to change for gym or to participate in physical activities;
- Demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior;
- Becomes pregnant or contracts a venereal disease, particularly if under age fourteen;
- Runs away; or
- Reports sexual abuse by a parent or another adult caregiver.

***Consider the possibility of sexual abuse when the parent or other adult caregiver:***

- Is unduly protective of the child, severely limits the child's contact with other children, especially of the opposite sex;
- Is secretive and isolated; or
- Describes marital difficulties involving family power struggles or sexual relations.

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**SIGNS OF EMOTIONAL MALTREATMENT**

***Consider the possibility of emotional maltreatment when the child:***

- Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity or aggression;
- Is either inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example);
- Is delayed in physical or emotional development;
- Has attempted suicide; or
- Reports a lack of attachment to the parent.

***Consider the possibility of emotional maltreatment when the parent or other adult caregiver:***

- Constantly blames, belittles, or berates the child;



- Is unconcerned about the child and refuses to consider offers of help for the child's school problems; or
- Overtly rejects the child.

**REPORT OF SUSPECTED DEPENDENT  
ADULT/ELDER ABUSE**

Date Completed

**CONFIDENTIAL REPORT - NOT SUBJECT TO PUBLIC DISCLOSURE**

TO BE COMPLETED BY REPORTING PARTY. PLEASE PRINT OR TYPE.  
SEE GENERAL INSTRUCTIONS.

**A. VICTIM**  Check box if victim consents to disclosure of information  
(Ombudsman use only - WIC 15636(a))

Name (Last Name, First Name)		Age	Date of Birth	SSN
Gender Identity <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Other/Nonbinary <input type="checkbox"/> Unknown/Not Provided	Sexual Orientation <input type="checkbox"/> Straight <input type="checkbox"/> Gay/Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Questioning <input type="checkbox"/> Unknown/Not Provided	Ethnicity		Race
		Language (Check one) <input type="checkbox"/> Non-Verbal <input type="checkbox"/> English <input type="checkbox"/> Other (Specify) _____		
Address (If facility, include name and notify ombudsman)		City	Zip Code	Telephone
Present Location (If different from above)		City	Zip Code	Telephone
<input type="checkbox"/> Elderly (65+) <input type="checkbox"/> Developmentally Disabled <input type="checkbox"/> Mentally Ill/Disabled <input type="checkbox"/> Physically Disabled <input type="checkbox"/> Unknown/Other			<input type="checkbox"/> Lives Alone <input type="checkbox"/> Lives with Others	

**B. SUSPECTED ABUSER** Check if  Self-Neglect

Name of Suspected Abuser				
Address		City	Zip Code	Telephone
<input type="checkbox"/> Care Custodian (Type) _____		<input type="checkbox"/> Parent	<input type="checkbox"/> Son/Daughter	<input type="checkbox"/> Other _____
<input type="checkbox"/> Health Practitioner (Type) _____		<input type="checkbox"/> Spouse	<input type="checkbox"/> Other Relation _____	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity		Age	D.O.B
Height	Weight	Eyes	Hair	

**C. REPORTER’S OBSERVATIONS, BELIEFS, AND STATEMENTS BY VICTIM IF AVAILABLE. DOES ALLEGED PERPETRATOR STILL HAVE ACCESS TO THE VICTIM? DOES THE ALLEGATION INVOLVE A SERIOUS BODILY INJURY (see definition in section “Reporting Responsibilities and Time Frames” within the General Instructions)? PROVIDE ANY KNOWN TIME FRAME (2 days, 1 week, ongoing, etc.). LIST ANY POTENTIAL DANGER FOR INVESTIGATOR (animals, weapons, communicable diseases, etc.) or concerns about the client’s mental health.**

CHECK IF MEDICAL, FINANCIAL (ACCOUNT INFORMATION, ETC.), PHOTOGRAPHS, OR OTHER SUPPLEMENTAL INFORMATION IS ATTACHED.

**D. REPORTING PARTY** Check appropriate box if reporting party waives confidentiality to

- All  All but victim  All but perpetrator

Name	Signature	Occupation	Agency/Name of Business
Relation to Victim/How Abuse is Known	Street	City	Zip Code
Telephone	E-mail Address		

**E. INCIDENT INFORMATION** - Address where incident occurred

Date/Time of Incident(s) \_\_\_\_\_

Place of Incident (Check One)

Own Home  Community Care Facility  Hospital/Acute Care Hospital

Home of Another  Nursing Facility/Swing Bed  Other (Specify) \_\_\_\_\_

**F. REPORTED TYPES OF ABUSE** (Check All that Apply)

1. Perpetrated by Others (WIC 15610.07 & 15610.63)
- |  |   |
|--|---|
| <p>a. <input type="checkbox"/> Physical (e.g. assault/battery, constraint or deprivation, chemical restraint, over/under medication)</p> <p>b. <input type="checkbox"/> Sexual</p> <p>c. <input type="checkbox"/> Financial</p> <p>d. <input type="checkbox"/> Neglect (including Deprivation of Goods and Services by a Care Custodian)</p> | <p>e. <input type="checkbox"/> Abandonment</p> <p>f. <input type="checkbox"/> Isolation</p> <p>g. <input type="checkbox"/> Abduction</p> <p>h. <input type="checkbox"/> Psychological/Mental</p> <p>i. <input type="checkbox"/> Other _____</p> |
|--|---|
2. Self-Neglect (WIC 15610.57 (b)(5))
- |   |  |
|---|--|
| <p>a. <input type="checkbox"/> Neglect of Physical Care (e.g. personal hygiene, food, clothing, malnutrition/dehydration)</p> <p>b. <input type="checkbox"/> Self-Neglect of Residence (unsafe environment)</p> | <p>c. <input type="checkbox"/> Financial Self-Neglect (e.g. inability to manage one's own personal finances)</p> |
|---|--|

Abuse Resulted In (Check All that Apply)

No Physical Injury  Minor Medical Care  Hospitalization  Care Provider Required

Death  Mental Suffering  Serious Bodily Injury\*  Other (Specify) \_\_\_\_\_

Unknown  Health & Safety Endangered

**G. OTHER PERSON BELIEVED TO HAVE KNOWLEDGE OF ABUSE**

*(Family, significant others, neighbors, medical providers, agencies involved, etc.)*

Name	Relationship
Address	Telephone
Name	Relationship
Address	Telephone

**H. FAMILY MEMBER OR OTHER PERSON RESPONSIBLE FOR VICTIM'S CARE**

(If known, list contact person) If Contact person check

Name		Relationship	
Address	City	Zip Code	Telephone

**I. TELEPHONE REPORT MADE TO**  APS  Law Enforcement  Local Ombudsman  
 Calif. Dept. of State Hospitals  Calif. Dept. of Developmental Services

Name of Official Contacted by Phone	Telephone	Date/Time
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**J. WRITTEN REPORT** Enter information about the agencies receiving this report. If the abuse occurred in a LTC facility and resulted in Serious Bodily Injury\*, please refer to "Reporting Responsibilities and Time Frames" in the General Instructions. Do not submit report to California Department of Social Services Adult Programs Division.

Agency Name	Address or Fax	<input type="checkbox"/> Date Mailed	<input type="checkbox"/> Date Faxed
Agency Name	Address or Fax	<input type="checkbox"/> Date Mailed	<input type="checkbox"/> Date Faxed
Agency Name	Address or Fax	<input type="checkbox"/> Date Mailed	<input type="checkbox"/> Date Faxed

**K. RECEIVING AGENCY USE ONLY**  Telephone Report  Written Report

1. Report Received By	Date/Time
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2. Assigned  Immediate Response  Ten-Day Response  No Initial Response (NIR)  
 Not APS  Not Ombudsman  No Ten-Day (NTD)

Approved By	Assigned To (optional)
-------------	------------------------

3. Cross-Reported to  CDPH-Licensing & Cert.;  CDSS-CCL;  Local Ombudsman;  
 Bureau of Medi-Cal Fraud & Elder Abuse;  
 Calif. Dept. of State Hospitals;  Law Enforcement;  
 Professional Licensing Board;  Calif. Dept. of Developmental Services;  
 APS;  Other (Specify) \_\_\_\_\_  
 Date of Cross-Report \_\_\_\_\_

4. APS/Ombudsman/Law Enforcement Case File Number \_\_\_\_\_

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**REPORT OF SUSPECTED DEPENDENT ADULT/ELDER ABUSE  
GENERAL INSTRUCTIONS**

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**PURPOSE OF FORM**

This form, as adopted by the California Department of Social Services (CDSS), is required under Welfare and Institutions Code (WIC) Sections 15630 and 15658(a)(1). This form documents the information given by the reporting party on the suspected incident of abuse or neglect of an elder or dependent adult. **Abuse** means any treatment with resulting physical harm, pain, or mental suffering or the deprivation by a care custodian of goods or services that are necessary to avoid physical harm or mental suffering. **Neglect** means the negligent failure of an elder or dependent adult or of any person having the care or custody of an elder or a dependent adult to exercise that degree of self-care or care that a reasonable person in a like position would exercise. **Elder** means any person residing in this state who is 65 years of age or older (WIC Section 15610.27). **Dependent Adult** means any person residing in this state, between the ages of 18 and 64, who has physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights including, but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age (WIC Section 15610.23). Dependent adult includes any person between the ages of 18 and 64 who is admitted as an inpatient to a 24-hour health facility (defined in the Health and Safety Code Sections 1250, 1250.2, and 1250.3).

**COMPLETION OF THE FORM**

1. This form may be used by the receiving agency to record information through a telephone report of suspected dependent adult/elder abuse.
2. If any item of information is unknown, enter "unknown."
3. Item A: Check box to indicate if the victim waives confidentiality.
4. Item C: Check box if the reporting party waives confidentiality. Please note that mandated reporters are required to disclose their names, however, non-mandated reporters may report anonymously.

**REPORTING RESPONSIBILITIES AND TIME FRAMES:**

Any mandated reporter, who in his or her professional capacity, or within the scope of his or her employment, has observed or has knowledge of an incident that reasonably appears to be abuse or neglect, or is told by an elder or dependent adult that he or she has experienced behavior constituting abuse or neglect, or reasonably suspects that abuse or neglect has occurred, shall complete this form for each report of known or suspected instance of abuse (physical abuse, sexual abuse, financial abuse, abduction, neglect (self-neglect), isolation, and abandonment) involving an elder or dependent adult.

**\*Serious bodily injury** means an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of function of a bodily member, organ or of mental faculty, or requiring medical intervention, including, but not limited to, hospitalization, surgery, or physical rehabilitation (WIC Section 15610.67).

Reporting shall be completed as follows:

- If the abuse occurred in a Long-Term Care (LTC) facility (as defined in WIC Section 15610.47) and resulted in serious bodily injury, report by telephone to the local law enforcement agency immediately and no later than two (2) hours after observing, obtaining knowledge of, or suspecting physical abuse. Send the written report to the local law enforcement agency, the local Long-Term Care Ombudsman Program (LTCOP), and the appropriate licensing agency (for long-term health care facilities, the California Department of Public Health; for community care facilities, the California Department of Social Services) within two (2) hours of observing, obtaining knowledge of, or suspecting physical abuse.
- If the abuse occurred in a LTC facility, was physical abuse, but did not result in serious bodily injury, report by telephone to the local law enforcement agency within 24 hours of observing, obtaining knowledge of, or suspecting physical abuse. Send the written report to the local law enforcement agency, the local LTCOP, and the appropriate licensing agency (for long-term health care facilities, the California Department of Public Health; for community care facilities, the California Department of Social Services) within 24 hours of observing, obtaining knowledge of, or suspecting physical abuse.
- If the abuse occurred in a LTC facility, was physical abuse, did not result in serious bodily injury, and was perpetrated by a resident with a physician's diagnosis of dementia, report by telephone to the local law enforcement agency or the local LTCOP, immediately or as soon as practicably possible. Follow by sending the written report to the LTCOP or the local law enforcement agency within 24 hours of observing, obtaining knowledge of, or suspecting physical abuse.
- If the abuse occurred in a LTC facility, was abuse other than physical abuse, report by telephone to the LTCOP or the law enforcement agency immediately or as soon as practicably possible. Follow by sending the written report to the local law enforcement agency or the LTCOP within two working days.
- If the abuse occurred in a state mental hospital or a state developmental center, mandated reporters shall report by telephone or through a confidential Internet reporting tool (established in WIC Section 15658) immediately or as soon as practicably possible and submit the report within two (2) working days of making the telephone report to the responsible agency as identified below:
  - If the abuse occurred in a State Mental Hospital, report to the local law enforcement agency or the California Department of State Hospitals.
  - If the abuse occurred in a State Developmental Center, report to the local law enforcement agency or to the California Department of Developmental Services.
- For all other abuse, mandated reporters shall report by telephone or through a confidential Internet reporting tool to the adult protective services agency or the local law enforcement agency immediately or as soon as practicably possible. If reported by telephone, a written or an Internet report shall be sent to adult protective services or law enforcement within two working days.

**REPORTING PARTY DEFINITIONS**

**Mandated Reporter** (WIC Section 15630 (a)) Any person who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult, whether or not that person receives compensation, including administrators, supervisors, and any licensed staff of a public or private facility that provides care or services for elder or dependent adults, or any elder or dependent adult care custodian, health practitioner, clergy member, or employee of a county adult protective services agency or a local law enforcement agency, is a mandated reporter.

**Care Custodian** (WIC Section 15610.17) means an administrator or an employee of any of the following public or private facilities or agencies, or persons providing care or services for elders or dependent adults, including members of the support staff and maintenance staff: (a) Twenty-four hour health facilities, as defined in Sections 1250, 1250.2, and 1250.3 of the Health and Safety Code; (b) Clinics; (c) Home health agencies; (d) Agencies providing publicly funded in-home supportive services, nutrition services, or other home and community-based support services; (e) Adult day health care centers and adult day care; (f) Secondary schools that serve 18- to 22-year-old dependent adults and postsecondary educational institutions that serve dependent adults or elders; (g) Independent living centers; (h) Camps; (i) Alzheimer’s Disease Day Care Resource Centers; (j) Community care facilities, as defined in Section 1502 of the Health and Safety Code, and residential care facilities for the elderly, as defined in Section 1569.2 of the Health and Safety Code; (k) Respite care facilities; (l) Foster homes; (m) Vocational rehabilitation facilities and work activity centers; (n) Designated area agencies on aging; (o) Regional centers for persons with developmental disabilities; (p) State Department of Social Services and State Department of Health Services licensing divisions; (q) County welfare departments; (r) Offices of patients’ rights advocates and clients’ rights advocates, including attorneys; (s) The Office of the State Long-Term Care Ombudsman; (t) Offices of public conservators, public guardians, and court investigators; (u) Any protection or advocacy agency or entity that is designated by the Governor to fulfill the requirements and assurances of the following: (1) The federal Developmental Disabilities Assistance and Bill of Rights Act of 2000, contained in Chapter 144 (commencing with Section 15001) of Title 42 of the United States Code, for protection and advocacy of the rights of persons with developmental disabilities; or (2) The Protection and Advocacy for the Mentally Ill Individuals Act of 1986, as amended, contained in Chapter 114 (commencing with Section 10801) of Title 42 of the United States Code, for the protection and advocacy of the rights of persons with mental illness; (v) Humane societies and animal control agencies; (w) Fire departments; (x) Offices of environmental health and building code enforcement; or (y) Any other protective, public, sectarian, mental health, or private assistance or advocacy agency or person providing health services or social services to elders or dependent adults.

**Health Practitioner** (WIC Section 15610.37) means a physician and surgeon, psychiatrist, psychologist, dentist, resident, intern, podiatrist, chiropractor, licensed nurse, dental hygienist, licensed clinical social worker or associate clinical social worker, marriage, family, and child counselor, or any other person who is currently licensed under Division 2 (commencing with Section 500) of the Business and Professions Code, any emergency medical technician I or II, paramedic, or person certified pursuant to Division 2.5 (commencing with Section 1797) of the Health and Safety Code, a psychological assistant registered pursuant to Section 2913 of the Business and Professions Code, a marriage, family, and child counselor trainee, as defined in subdivision (c) of Section 4980.03 of the Business and Professions Code, or an unlicensed marriage, family, and child counselor intern registered under Section 4980.44 of the Business and Professions Code, state or county public health or social service employee who treats an elder or a dependent adult for any condition, or a coroner.

Any officer and/or employee of a financial institution is a mandated reporter of suspected financial abuse and shall report suspected financial abuse of an elder or dependent adult on form SOC 342, “Report of Suspected Dependent Adult/Elder Financial Abuse”.

### **MULTIPLE REPORTERS**

When two or more mandated reporters are jointly knowledgeable of a suspected instance of abuse of a dependent adult or elder, and when there is agreement among them, the telephone report may be made by one member of the group. Also, a single written report may be completed by that member of the group. Any person of that group, who believes the report was not submitted, shall submit the report.

### **IDENTITY OF THE REPORTER**

The identity of all persons who report under WIC Chapter 11 shall be confidential and disclosed only among APS agencies, local law enforcement agencies, LTCOPs, California State Attorney General Bureau of Medi-Cal Fraud and Elder Abuse, licensing agencies or their counsel, Department of Consumer Affairs Investigators (who investigate elder and dependent adult abuse), the county District Attorney, the Probate Court, and the Public Guardian. Confidentiality may be waived by the reporter or by court order.

### **FAILURE TO REPORT**

Failure to report by mandated reporters (as defined under “Reporting Party Definitions”) any suspected incidents of physical abuse (including sexual abuse), abandonment, isolation, financial abuse, abduction, or neglect (including self-neglect) of an elder or a dependent adult is a misdemeanor, punishable by not more than six months in the county jail, or by a fine of not more than \$1,000, or by both imprisonment and fine. Any mandated reporter who willfully fails to report abuse of an elder or a dependent adult, where the abuse results in death or great bodily injury, may be punished by up to one year in the county jail, or by a fine of up to \$5,000, or by both imprisonment and fine (WIC Section 15630(h)).

No one, including a supervisor, employer, or lawyer, can excuse a mandated reporter from his or her personal legal duty to report known or suspected abuse. Anyone who attempts to impede or inhibit a mandated reporter from reporting may be prosecuted for a misdemeanor punishable by a fine, imprisonment, or both. Mandated reporters are therefore expected to report any such efforts to law enforcement, as well as any other responsible agency (see Welfare and Institutions Code Section 15630(f) and (h)).

Officers or employees of financial institutions are mandated reporters of financial abuse (effective January 1, 2007). These mandated reporters who fail to report financial abuse of an elder or dependent adult are subject to a civil penalty not exceeding \$1,000. Individuals who willfully fail to report financial abuse of an elder or dependent adult are subject to a civil penalty not exceeding \$5,000. These civil penalties shall be paid by the financial institution, which is the employer of the mandated reporter, to the party bringing the action.

**DISTRIBUTION OF SOC 341 COPIES**

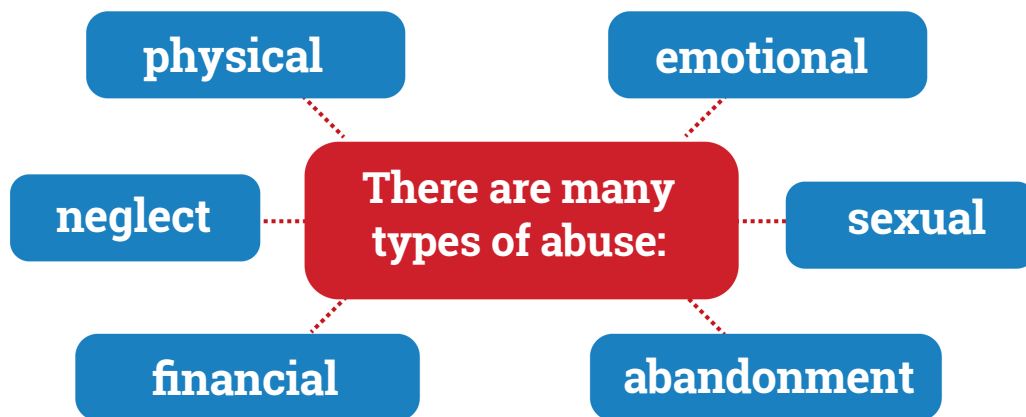
Mandated reporter: After making the telephone report to the appropriate agency or agencies, the reporter shall send the written report to the designated agencies (as defined under “Reporting Responsibilities and Time Frames”); and keep one copy for the reporter’s file.

Receiving agency: Place the original copy in the case file. Send a copy to a cross-reporting agency, if applicable.

**DO NOT SEND A COPY TO THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES ADULT PROGRAMS DIVISION.**

# SPOTTING THE SIGNS OF ELDER ABUSE

Abuse can happen to any older person, by a loved one, a hired caregiver, or a stranger. Abuse can happen at home, at a relative's home, or in an eldercare facility.



Watch for these signs of abuse:



- ▶ Seems **depressed**, **confused**, or **withdrawn**
- .....



- ▶ **Isolated** from friends and family
- 



- ▶ Has **unexplained bruises, burns, or scars**
- 



- ▶ Appears **dirty, underfed, dehydrated, over- or undermedicated**, or not receiving needed care for medical problems
- 



- ▶ Has **bed sores** or other preventable conditions
- 



- ▶ Recent **changes in banking or spending** patterns

**Talk with the older adult and then contact the local Adult Protective Services, Long-Term Care Ombudsman, or the police.**

Visit <https://www.nia.nih.gov/health/topics/elder-abuse> to learn more about elder abuse and how to get help.

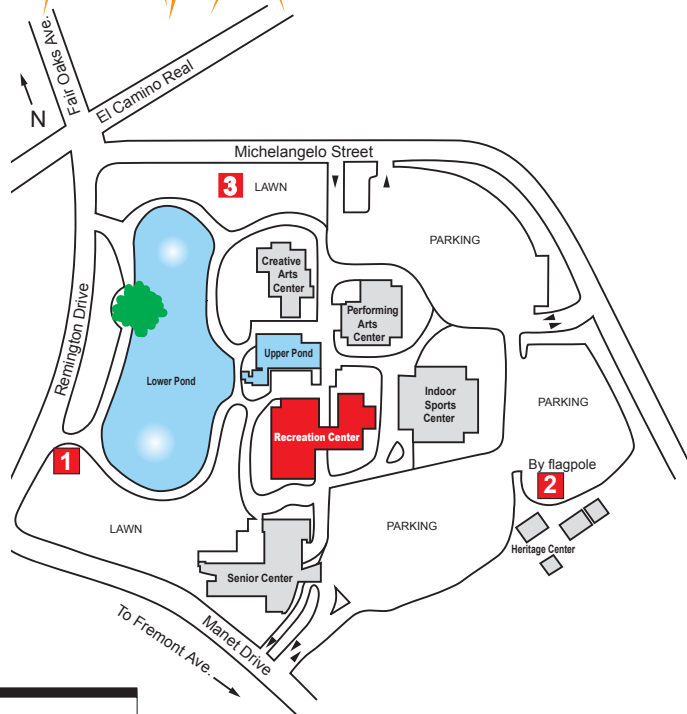
# Procedures for and

## In Case of Earthquake

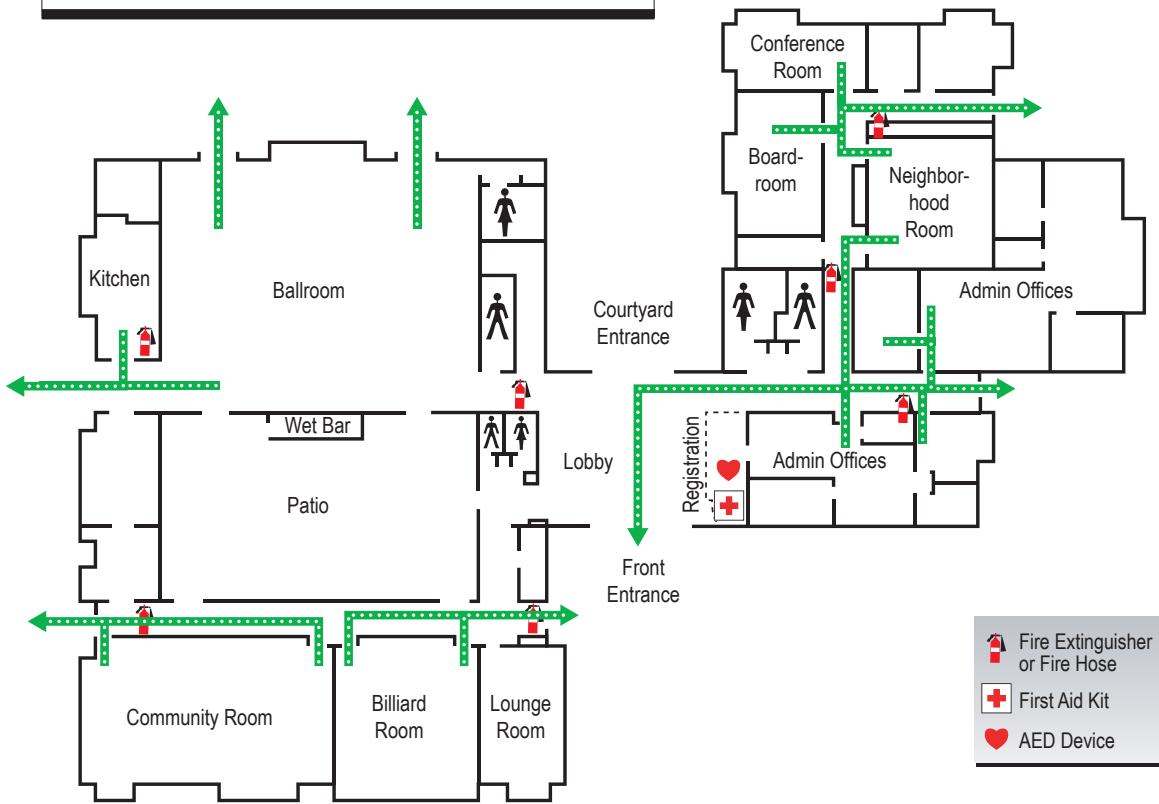
1. Remain indoors.
2. Take cover under available desks or tables or along solid interior walls.
3. Move away from glass doors or windows.
4. Extinguish any flame producing materials.
5. Wait for all clear.


## In Case of Fire

1. Calmly proceed to nearest exit.
2. Move to designated assembly area.
3. Wait for all clear,
4. Follow staff instructions.



You are in the **Recreation Center**  
Use Assembly Area **2**  
See Diagrams.



 <p><b>Vehicles and Motorized Equipment Policy</b> Sunnyvale</p>	<p><b>Administrative Policy Manual</b> <b>Chapter 6 – Facilities &amp; Equipment</b> <i>Article 1</i></p>
	<p><b>Attachments:</b></p> <ul style="list-style-type: none"> <li>6.1A) Sunnyvale General Services N.U.R.O</li> <li>6.1B) Vehicle Assignment Justification Form</li> <li>6.1C) Take Home Authorization Form</li> <li>6.1D) Car Allowance Justification Form</li> </ul>
<p><b>Effective Date:</b> 01/28/14</p>	<p><b>Responsible Department:</b> DPW</p>
<p><b>Prior Version &amp; Notes:</b></p> <ul style="list-style-type: none"> <li>• Prior Versions: 01/10/09, 04/05/11</li> <li>• Cross References: <ul style="list-style-type: none"> <li>○ Travel Policy, Chapter 4, Article 5</li> </ul> </li> </ul>	

**Section 1. Purpose**

It is the purpose of this article to specify policy and procedures regarding the use of City vehicles and motorized equipment.

**Section 2. Policy**

**Subd. 1. Adding/Replacing Vehicles and Motorized Equipment**

- A. Requests for new and replacement vehicles and motorized equipment shall be in compliance with City of Sunnyvale General Services N.U.R.O. (New/Upgrade/Replacement/Out of Service) Form.
- B. The Fleet Manager may recommend approval of the request to the City Manager, reassign equipment or vehicles to meet the request, or deny the request. The Director of Public Works may reassign vehicles or equipment in order to enhance vehicles and equipment usage. Upon recommendation of the Fleet Manager, vehicles or equipment not scheduled may be replaced if it is clearly economical to do so.

**Subd. 2. Rental Rates**

The Fleet Manager is responsible for preparing rental rates in a manner and time frame prescribed by the Finance Department.

- A. Rental rates for all City vehicles and motorized equipment shall reflect “full cost of ownership”, including all costs associated with vehicle operation, maintenance, and replacement. Methodology for developing rental rates shall be included in the rental rate submittal. Rental rate submittal shall also include an updated replacement schedule.
- B. Responsibility for developing the vehicle replacement schedule (‘Schedule’) is shared between the Fleet Manager and assigned Finance Department staff and approved by the City Manager.

The Fleet Manager has the lead role in preparing the schedule and is responsible for developing and producing a schedule that identifies all fleet assets, sorted by vehicle/motorized equipment class, and includes:

- (1) assigned City identification number and asset tag number
- (2) description of vehicle/motorized equipment;
- (3) year that unit was placed into service;
- (4) assigned program;
- (5) original cost of vehicle/motorized equipment;
- (6) latest replacement cost of vehicle/motorized equipment; and,
- (7) life cycle of asset.

The Fleet Manager is also responsible for incorporating average maintenance and operating cost for each asset class into the schedule.

The Finance Department is responsible for:

- (1) incorporating salvage value information into the rental rate schedule;
- (2) incorporating fund interest information into the rental rate schedule; and,
- (3) reviewing the Fleet Manager's recommended schedule.

- C. Recommended rental rates and the projected 20-year vehicle/motorized equipment schedule will be reviewed annually by the Finance Department and approved by the City Manager.
- D. As a part of annual budgetary recommendations to the City Manager, the Fleet Manager shall recommend the type and number of vehicles to be permanently assigned to the various departments and the number of vehicles to be placed in the City vehicle pool.

### **Subd. 3. Requirements for Use of City Vehicles**

- A. Any person operating a City owned or privately owned vehicle for City business is required to possess a valid California Driver's License of the proper classification and endorsement(s) as appropriate.
  - (1) Any person who operates a vehicle in the course of City business is required to notify the Department of Human Resources following any changes in status to the employee's Driver's License, including expiration, suspension or revocation, as soon as they become aware of the change.
- B. The Human Resources Department is responsible for ensuring that regular and temporary employees who operate City vehicles are enrolled in the DMV Pull-Notice Program.
- C. Prior to hiring, all applicants for regular or temporary positions that will operate City vehicles or equipment must provide (at applicant's expense) the Human Resources Department with a current driving record from the Department of Motor Vehicles. Applicants will be ineligible for employment if during the preceding 36 months he/she had:
  - (1) Two driving while under the influence (DUI) convictions; or

- (2) Two driving while license is suspended or revoked convictions; or
  - (3) Two reckless driving or speed contest convictions; or
  - (4) A combination of any two of the offenses named in 1, 2 and 3 above.
  - (5) Any hit and run conviction.
  - (6) Any conviction for homicide, assault or manslaughter arising out of the operation of a vehicle.
- C. Applicants will also be ineligible for employment if he/she had any driving while under the influence (DUI) during the preceding 12 months.
- D. The Department of Human Resources shall maintain all California Department of Motor Vehicles' Employer Pull Notice documents and shall notify the appropriate supervisor immediately upon being put on notice by the California Department of Motor Vehicles of any change in the status of an employee's license or other action which affects the employee's ability to perform his or her job requirements or which may require action by the City.

#### **Subd. 4. Permitted Use of City Vehicles and Equipment**

City vehicles and equipment shall be used exclusively for City business. Only eligible City employees or temporary employees may operate City vehicles and equipment. Persons not employed by the City or a temporary agency may be carried as passengers only when their transportation has a direct connection with City business.

At the program manager's discretion, City employees working in the field and using City vehicles may stop for designated lunch or break periods, only when the employee is in route to or from the worksite. Personal business, such as banking or shopping whether or not in route to an authorized destination, is expressly prohibited.

#### **Subd. 5. Temporary Vehicle Assignment**

City vehicles may be made available on a temporary basis to employees who are performing assignments that require them to travel in the conduct of business. This includes, but is not limited to, travel to and from worksites, to meetings in and outside the City, and to conferences. Employees attending overnight business functions (e.g., conferences) or who are on temporary stand-by duty and live in Sunnyvale may be authorized by the affected department director to keep assigned vehicles overnight. The City Manager may authorize exceptions to the residency requirement.

#### **Subd. 6. Permanently Assigned Vehicles**

City vehicles may be assigned permanently to certain employees under the criteria listed below. Permanent assignment means that the employee is assigned a City vehicle for which he/she has control and responsibility. These vehicles are ordinarily maintained at the employee's worksite—Based on the criteria described in Subdivision 7, some employees with a permanently assigned vehicle qualify to take the vehicle home.

- A. Employees may qualify for permanently assigned vehicles as approved by the City Manager based on the following criteria:

- (1) Executive management positions (Category F and G Managers);
  - (2) Certain management positions (from among Category D and E Managers) that have substantial field supervision responsibilities and/or are on call frequently and require a specialized vehicle or equipment;
  - (3) Acting managers who are working in a position of any of those who are eligible during the time period they are filling this position;
  - (4) Certain Public Safety employees who are involved in investigative and detective assignments, selective traffic enforcement or fire prevention staff on call;
  - (5) Certain employees requiring specialized vehicles or equipment to perform daily operations.
- B. Each employee qualifying for a permanently assigned vehicle must submit a Permanent Vehicle Assignment Justification form signed by the department director to the Fleet Manager on or before December 15<sup>th</sup> of each year. The employee must sign the second part of the form verifying that they have read and understand this policy.
- C. Department directors are required to obtain city manager approval prior to allowing any permanent vehicle assignment changes. Once a change is approved by the city manager, it is the responsibility of the affected department director to immediately advise the Fleet Manager of any change in permanent vehicle assignment.
- D. The Fleet Manager is responsible for maintaining a permanently assigned vehicle table. The table shall be sorted by department, identify all permanent vehicle assignments, and contain justification for each assignment. The Fleet Manager shall submit an updated table to the City Manager no later than December 31<sup>st</sup> of each year.
- E. The City Manager's Office will conduct an annual review of permanent vehicle assignments to ensure that they continue to meet the best interests of the City.

### **Subd. 7. Take Home Vehicles**

Take home vehicles are permanently assigned City vehicles that employees have been authorized to drive to and from their residences. The City's primary interest with regard to take home vehicles is to achieve a balance between the City's responsibility to provide its staff with the tools to do their jobs and its responsibility to use public resources in a prudent manner by minimizing unnecessary costs and liabilities associated with take home vehicles.

- A. To ensure the City's take home vehicle assignments are equitable and can be justified to the public, take home vehicles shall only be assigned under the following criteria.
- (1) Employees may be eligible for a take home vehicle if they require the use of a City vehicle on a frequent basis in order to respond to after-hours and weekend emergencies.

- (2) Only employees who can arrive at their worksite within 30 minutes of being called back to duty may be authorized to take a city vehicle home. This will ensure that only employees who can respond quickly are assigned take home vehicles. Department heads have the authority to limit this restriction to meet the individual needs of their department.
  - (3) The City Manager may authorize exceptions to the criteria as appropriate to meet necessary service delivery interests.
- B. Prior to assigning a take home vehicle to an employee on an ongoing basis, department heads must request and receive written approval from the City Manager using the "Take Home Vehicle Authorization Form." (Exhibit 1)
- (1) After receiving approval from the City Manager, the employee must sign the second part of the "Take Home Vehicle Authorization Form" verifying that they have read and understand this policy. Department heads have the responsibility to inform the Fleet Manager and HR Benefits Manager that the assignment has been approved by forwarding them a copy of the employee's approved "Take Home Vehicle Authorization Form."
  - (2) Employees with a permanently assigned take home vehicle must comply with all conditions outlined in Subdivision 6 "Permanently Assigned Vehicles" as well as the conditions outlined in this Subdivision.
  - (3) The City Manager's Office will conduct an annual review of take home vehicle assignments to ensure that they continue to meet the best interests of the City.
- C. To facilitate compliance with tax reporting requirements, it is the responsibility of each department head to notify the Fleet Manager and the HR Benefits Manager anytime a change is made to the department's take home vehicle assignments.
- D. The IRS typically views take home vehicles as a taxable fringe benefit; however, it exempts qualified non-personal use vehicles from tax reporting requirements, including:
- (1) Marked police vehicles;
  - (2) Unmarked police vehicles used by law enforcement officers;
  - (3) Marked fire vehicles;
  - (4) Marked trucks and vans that are specifically modified in a manner that makes it unlikely that they will be used for personal purposes.
- E. Employees authorized the use of a take home vehicle that do not fall into one of the above categories as utilizing a qualified non-personal use vehicle, are responsible for IRS reporting requirements. For this purpose the City uses the IRS Code Commuting Rule for taxing the employee. Under this rule the amount used is dictated, and amended periodically by the IRS under the Commuting Rule (Publication 15B). This amount is added to the employee's taxable wages for Federal, State, and Medicare taxes. **For those employees who do not qualify under the commuting rule, the IRS Lease Value Rule (IRS publication 15B)**

**shall apply. Employees under this rule shall be responsible for submitting a mileage log to the Fleet Manager by the 5th workday of each month for all miles driven during the previous month.**

- F. When attending a work-related event at an off-site location, employees may be authorized to take home a vehicle on a one-time basis if it would be unreasonable or excessively burdensome (due to either the timing or the location of the event) for the employee to avoid taking home the vehicle overnight. In such a circumstance, employees must receive written approval from their department heads (or designee) prior to taking home a vehicle.
- G. In an emergency situation, department heads may authorize an employee to take home a vehicle for the duration of the emergency.
- H. Employees taking home vehicles must comply with all laws of the State of California and local jurisdictions.
- I. Take home vehicles may only be driven by authorized City employees or volunteers, and shall not be used to transport non-City employees, except when required to conduct City business.
- J. Family members of the employee are considered non-city employees.
- K. Take home vehicles shall not be used to conduct personal business. Commuting to and from work and *de minimis* use are acceptable uses of a take home vehicle. *De minimis* use is defined by the IRS as a small detour while commuting for infrequent situations.
- L. **Unless exempt as provided in subsection 7 (D)**, each eligible employee with a take home vehicle will be issued a standard, city-issued usage log. Following the annual audit and review, the Department director will recommend any additions or deletions to the list of take home vehicle assignments to the city manager.
- M. The Fleet Manager is responsible for maintaining a take home assignment table. The table shall be sorted by department and shall identify all permanent vehicle take home assignments (The table may be combined with the permanently assigned vehicle table.) The table shall contain justification for each assignment and round trip mileage between employee's home and City of Sunnyvale work site. The Fleet Manager shall submit an updated table to the City Manager no later than December 31<sup>st</sup> of each year. Department directors are required to obtain city manager approval prior to allowing any take home vehicle assignment changes. Once a change is approved by the city manager, it is the responsibility of the affected department director to immediately advise the Fleet Manager of any change in take home vehicle assignment.

### **Subd. 8. Car Allowances**

- A. Department Directors shall receive a monthly car allowance in accordance with the City's salary resolution.
- B. A Management employee who is not assigned exclusive use of a City vehicle and who ordinarily does not have access to pool vehicles at his or her work site and who averages three hundred (300) or more miles per month of City

business travel in his or her own personal vehicle, excluding normal travel to and from work, shall be eligible for a car allowance. The City Manager approves classifications as appropriate.

- C. Affected employees shall have a personal car available for use on City business - City vehicles may not be used by an employee receiving a car allowance.
- D. Employees receiving a car allowance are not eligible for mileage reimbursement for trips of less than 75 miles roundtrip. If however the roundtrip exceeds the 75 mile limit, employees may either be reimbursed for mileage or utilize a city vehicle if one is available.
- E. Employees receiving a car allowance are required to maintain personal automobile insurance and provide proof of insurance in accordance with this policy.

### **Subd. 9. Vehicle Pool**

Short term (eight hours or less) pool cars are available for eligible City employees when no departmental vehicle is available for use between 8:00 a.m. and 5:00 p.m. when city offices are open. Pool vehicles are to be checked-out only when needed and checked-in upon completion of use (no later than 5:00 p.m.) Pool vehicles are to be checked-out and checked-in at the One-Stop Center at City Hall. Checkout and check -in procedures require completion of the pool car log and include operator's name, operator's department, mileage accrued, and charge code.

If a pool car is needed after hours or on weekends/holidays, the affected program manager is required to contact the Fleet Manager and make a special request for after-hours use. After making a decision, the Fleet Manager will communicate the decision to requestor and One-Stop staff.

### **Subd. 10. Insurance Requirements and Liability**

For those employees operating City-owned or City-leased vehicles, Proof of City self-insurance must be maintained in the vehicles.

Employees driving their personal vehicle within the course and scope of employment shall carry liability insurance at the employee's expense (the IRS has ruled that mileage reimbursement includes the cost of insurance). Employees must carry at least \$100,000/\$300,000 for bodily injury, and \$50,000 for property damage. An employee's personal automobile liability coverage shall be considered primary. It is recommended that employees consult with their insurance broker or agent as to whether or not the employee is covered for incremental business use of their auto and whether or not their limit of coverage is suitable for their financial position.

All employees shall submit a request for mileage reimbursement when using their personal vehicle within the course and scope of employment.

The City does not cover damage to an employee's personally owned vehicle, even if the employee is driving same on City business.

If you are involved in an accident while on City business, always contact DPS or the local law enforcement agency, and follow the procedures for accident scene safety and reporting described in Subdivision 13 below.

City employees injured in an automobile accident while in the course and scope of employment may be covered by the City's Workers Compensation Program.

Contract employees are not covered under the City's Workers' Compensation Program. Contract employees shall provide their own workers compensation insurance as may be required by law.

### **Subd. 11. Use of Private Vehicles**

See the Travel Policy (Chapter 4, Article 5) for information on the use of private vehicles for City business, including reimbursement.

### **Subd. 12. Operator Responsibilities**

A. Operators are responsible for each of the following when using a City vehicle:

- (1) Ensuring that city vehicle is locked and secured when unattended or parked.
- (2) Checking fuel level, oil, tires, head and tail lights, and turn indicators before use.
- (3) Performing state mandated vehicle inspections California Highway Patrol criteria.
- (4) Reporting deficiencies immediately to the Fleet Maintenance Shop.
- (5) Adjusting front and rear view mirrors.
- (6) Using seat belts when vehicle is in motion.
- (7) Requiring all passengers to use seat belts when the vehicle is so equipped.
- (8) Operating the vehicle in a safe and law abiding manner.

Use of a phone while driving increases the chance of being involved in a vehicle accident, even when using hands-free devices. The use of phones (including push-to-talk phones) while operating a motor vehicle is prohibited, except with the use of a hands-free device. Calls using hands-free devices should be avoided when possible.

Calls may be made using a phone without a hands-free device only for emergency purposes, including but not limited to, an emergency call to a law enforcement agency, health care provider, fire department, or other emergency services agency or entity. However, employees are strongly encouraged to make these calls when the vehicle is completely stopped and out of the lane of traffic.

- (9) Complying with the most current DMV and California Highway Patrol Biennial Inspection of Terminal (BIT) regulations and requirements.
- (10) Complying with the most current Department of Transportation (DOT) drug and alcohol testing protocol as discussed in the City Drug and Alcohol Policy.
- (11) Smoking is not allowed in City Vehicles (See Smoking Policy, Chapter 6, Article 5).

### **Subd.13. Motor Vehicle Accident and Driving Policy**

The development of careless driving habits by City employees exposes them and others to the risk of injury or death and exposes the City to vicarious legal liability. It is intended by this subdivision that there be an early recognition of such trends in order to implement effective remedial action at the earliest opportunity.

The purpose of this subdivision is to provide information to City employees:

- To ensure that the City and City operators are in full compliance with the law.
- To reduce the number of vehicle accidents involving City of Sunnyvale employees by reinforcing good driving habits, recognizing the development of unsafe driving patterns and taking appropriate corrective action.
- To review all City of Sunnyvale employment related motor vehicle accidents.
- To establish responsibility for each such motor vehicle accident.
- To establish and dispense uniform and progressive disciplinary action for accident responsibility.

#### **A. Accident Scene Procedures**

- (1) The driver of any City owned vehicle or privately owned vehicle which is being used on City business, and is involved in a motor vehicle collision or incident causing damage to the vehicle or any other property or bodily injury shall follow the following procedures:
  - (a) Take steps to prevent further accidents:
    - park safely out of traffic flow if vehicle is drivable;
    - If you cannot park safely out of traffic flow, stay in the vehicle with the doors shut, and activate the vehicle's hazard lights.
    - set out flares or other warning devices.
  - (b) The Department of Public Safety has the primary responsibility of initiating all vehicle accident investigations and should be notified immediately. Should the accident occur outside the city limits the appropriate law enforcement agency must be notified. When notifying the appropriate law enforcement agency, the employee must:
    - request immediate response from the appropriate law enforcement agency to assist accident victims;

- investigate the accident scene; and
  - record the facts surrounding the accident in an accident report. Not all law enforcement agencies will respond to non-injury accidents. If the local law enforcement agency will not respond and complete an investigation or generate an accident report, the employee should document the facts of the accident and get all of the other drivers' insurance information.
- (c) Protect passengers, vehicle and cargo.
- (d) Exchange information with the other driver:
- name
  - address
  - telephone number
  - driver's license number, and
  - vehicle license number
- (e) Get names, telephone numbers and addresses of witnesses.
- (f) Do not discuss details of accident except with the law enforcement agency or your supervisor.
- (g) Notify appropriate management supervisor. Do not leave the accident scene until cleared to do so by supervisor or appropriate law enforcement agency.
- (h) Complete City Vehicle Accident Review Form and submit to the Human Resources Department within 48 hours of the accident.

### B. Accident Investigation

- (1) The employee's supervisor shall review the accident investigation and the employee's job related driving record. If, based on the report, the accident was determined to be an avoidable accident, attributable in part or in whole to the employee's conduct, such conduct may result in disciplinary action up to and including termination of employment.
- (2) The supervisor shall immediately forward his/her review of all facts and records, including the employee's job related driving record and the action recommended by the supervisor, as well as the original Accident Injury Review Form and a copy of the Public Safety Report, to the Human Resources Department and affected department director. The employee may submit his/her own statement simultaneously with the supervisor's report. Accidents involving sworn Public Safety personnel shall be reported on the appropriate Public Safety form and/or California Highway Patrol form as appropriate.
- (3) In addition, the department director may require the employee to satisfactorily complete a course in driver training or such other appropriate remedial training, in accordance with the goals of this policy.

- (4) The Risk Manager and the Departmental Safety Committees shall review all vehicle accidents.
- (5) The Department of Human Resources shall investigate all cases in which an employee's State driver's license is suspended, if the employee's job duties require driving a motor vehicle.
- (6) This policy is intended to apply only to motor vehicle accidents and in no way shall it limit the right of the City to impose discipline, beyond that applicable to the accident, for violation of any other work rules which have also occurred concurrently with the motor vehicle incident.
- (7) Police accident reports will be filed with the State of California Department of Motor Vehicles (DMV).

### C. Discipline Related to Vehicle Accidents

- (1) The department director shall review each case involving a vehicle accident. In situations where an accident has been determined to have been avoidable and attributable in part or in whole to the employee's conduct, such conduct may result in disciplinary action up to and including termination of employment
- (2) A record of avoidable accidents shall be maintained for each employee. An avoidable accident is one which would not have occurred but for the inattention, unsafe or illegal act of the employee. This record shall be reported by the supervisor and taken into consideration when reviewing subsequent accidents.

### **Subd.14 Operator Certification Program**

The Operator Certification Program is designed as a formal means for employees to demonstrate the skills necessary to safely operate equipment/vehicles identified as requiring a high level of proficiency. Therefore, only certified operators are allowed to operate equipment/vehicles requiring certification.

It is the intent of this program to ensure that employees operating City equipment are qualified to do so. The program is designed to accomplish three goals:

- to help ensure a safe environment for equipment operators, their co-workers and the public;
- to reduce liability by decreasing the number of accidents and/or incidents caused by operator error;
- to reduce equipment "down time" by ensuring that employees are able to correctly operate equipment/vehicles and perform operator pre-inspections.

**Note:** This program is available City-wide, but is not designed to replace any other certification program already in existence (i.e., Public Safety). In addition, this program meets SB198 safety and health requirements.

### A. Equipment Certification Program

The Equipment Certification Program requires a formal testing/certification process prior to operation of City equipment/vehicles, which meet any of the following criteria:

- (1) Require a commercial driver's license or any other type(s) of certification (e.g., pesticide application).
- (2) Operate on an uneven surface.
- (3) Require operation of multiple controls.
- (4) Motorized equipment/vehicles used in the handling or moving of material.
- (5) Identified by the Fleet Manager or Human Resources Department as having a history or probability of accident, injury or misuse.
- (6) Specialized equipment or equipment employing new technology.

Each certification test consists of a written and hands-on component that covers equipment maintenance and safety checks, safety procedures, and a demonstration of skill in operating the equipment/vehicle. The Fleet Management Program administers the written portion of the test. Performance tests are to be administered by the division/department that has the majority use of the specific equipment/vehicle. Minimum passing score on any test will be 80%. Program Managers designate the specific job classification responsible for administering tests for equipment/vehicles in their division.

On-going certification is scheduled on an as-needed basis. Hours spent in the certification process by both the examiners and the candidate are to be charged to the appropriate charge code in the candidate's program.

Operators are certified on a specific equipment/vehicle once during their uninterrupted tenure with the City, unless directed to retest by their Program Manager, the Fleet Manager or the Human Resources Department. Re-testing may be scheduled as a result of an accident or other problems. If operator tenure with the City is interrupted, by whatever means, operator is required to re-test upon re-employment with the City.

It is the responsibility of each Program Manager to arrange equipment/vehicle operator training needed by his/her employees. Internal training of employees should be negotiated between appropriate Program Managers.

It is the responsibility of the Program Manager to ensure that staff has completed the appropriate certification process before they are directed to operate any restricted equipment/vehicles.

### B. Managing Equipment Use

All equipment requiring a certified operator is indicated by a red sticker stating "CAUTION: OPERATOR MUST BE CERTIFIED" which is prominently displayed on the equipment/vehicle. The same sticker is also attached to the equipment/vehicle key chain.

### C. Records Management

The fleet manager is responsible for maintaining a database of employees certified on various equipment.

### D. Certification Process

Individuals wishing to become certified on City equipment/vehicles must do the following:

- (1) Complete the Application for Certification from the Fleet Manager and submit it to the Program Manager for approval. Program Managers forward all applications to the Fleet Manager.
- (2) Upon receipt of approved applications, the Fleet Management staff schedules the employee for the written portion of the examination. This test covers basic safety and maintenance procedures necessary for proper equipment/vehicle operation. This exam also requires that the employee identify the operating differences between different models of City equipment when appropriate (e.g., Rubber Tire Roller versus Steel Wheel Roller). Most questions on this exam are taken directly from the equipment/vehicle's Operator's Manual. Reasonable accommodation will be made for individuals unable to read or write this portion of the test.
- (3) After successfully completing the written exam, with a score of 80% or better, the employee is scheduled for the performance exam. The performance test requires that the employee demonstrate his/her ability to operate the equipment/vehicle in a safe and proficient manner. The employee must demonstrate proficiency to the rater's satisfaction.
- (4) Individuals passing both the written and the performance tests are added to the database of certified operators and issued a Certificate of Completion for their personal records.
- (5) This certification program is in place to ensure that each employee who operates City equipment is qualified to do so. If an employee is unable to pass an approved certification exam at 80%, he/she is encouraged to obtain further training and reapply for certification.

### **Subd. 15. Vehicle Washing and Cleaning**

Except for large trucks and miscellaneous motorized equipment, all vehicles are to be washed at a commercial car wash, location of which shall be determined by the Purchasing Officer in accordance with the Purchasing Ordinance. Basic car wash services are paid by the Fleet Program budget. The fleet manager is responsible for a monthly review of car wash invoices and activity.

The basic service provided by the commercial car wash shall include cleaning of the interior and exterior of the vehicle. Additional services such as spray wax, polishing, wheel cleaning, etc., require prior approval from the Fleet Manager.

Employees shall provide the car wash attendant with their vehicle number, employee number and signature on the appropriate form. Equipment not capable of being washed at a commercial car wash shall be washed at a location provided by the City. Operators shall not leave any trash or debris within the vehicles or equipment. Trash and debris shall be deposited in an appropriate trash receptacle at the end of each trip.

Vehicles and equipment assigned to an individual shall be that individual's responsibility to clean and wash as necessary to maintain an orderly appearance. Vehicles assigned to a department, shall have one or more individuals assigned to assure the department's vehicles are cleaned and washed to maintain an orderly appearance. Cleaning and washing of City Hall pool cars shall be the responsibility of the Fleet Manager.

**CITY OF SUNNYVALE**

**NURO (New/Upgrade/Replacement/Out of Service) Form**

Request is for:    \_\_\_ New    \_\_\_ Upgrade    \_\_\_ Replacement    \_\_\_ Out of Service

*For replacement items, and items specifically noted in requesting department's approved budget, complete only Section 1 of this form (except wireless communications devices), and submit it to the appropriate General Services Program – ITD, Fleet or Facilities. For upgrade, unbudgeted equipment, or wireless communications devices, complete Sections 1 and 2.*

**Section 1 – Request for Equipment**

**Equipment Type and Quantity:**

**Information Technology**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Desktop Computer | <input type="checkbox"/> Scanner                          | Wireless Communication Device (WCD)*                     |
| <input type="checkbox"/> Laptop Computer  | <input type="checkbox"/> Fax Machine                      | <input type="checkbox"/> Basic Cell Phone                |
| <input type="checkbox"/> Monitor          | <input type="checkbox"/> Desktop Telephone                | <input type="checkbox"/> Smart Phone                     |
| <input type="checkbox"/> Software         | <input type="checkbox"/> Single Line                      | <input type="checkbox"/> USB Data Modem/Wireless Hotspot |
| <input type="checkbox"/> Printer          | <input type="checkbox"/> Multi-Line                       | <input type="checkbox"/> Mobile Radio                    |
| <input type="checkbox"/> Networked (Y/N)  | <input type="checkbox"/> Phone Line (add, move, change)   | <input type="checkbox"/> Pager                           |
| <input type="checkbox"/> Color (Y/N)      | <input type="checkbox"/> Network Drop (add. move, change) | Other: _____   |

*\*New and replacement WCDs require Sections 1 and 2 of this form; new/upgraded WCDs also require a "Portable Communication/Computing Device Justification Form" (available from ITD). WCDs are not included on standard replacement schedules.*

**Furniture/Facilities Services\*\***

- |                                       |                                   |             |
|---------------------------------------|-----------------------------------|-------------|
| <input type="checkbox"/> Desk         | <input type="checkbox"/> Chair    | Other _____ |
| <input type="checkbox"/> File Cabinet | <input type="checkbox"/> Bookcase |             |

*\*\*Furniture purchases are charged to departments and handled through Finance's Purchasing Division. Facilities Services reviews proposed purchases to determine availability in current stock and/or to recommend models. Furniture is not included on replacement schedules.*

**Fleet Services**

- |                                  |  |              |
|----------------------------------|--|--------------|
| <input type="checkbox"/> Vehicle | <input type="checkbox"/> Motorized Equipment | Other: _____ |
|----------------------------------|--|--------------|

Purchase Charge/Object Code \_\_\_\_\_  GSP \_\_\_\_\_  
(Dept. to check with GSP) or  Requesting Program \_\_\_\_\_

Requesting Program: Rental Charge Code \_\_\_\_\_ Date equipment needed \_\_\_\_\_  
Program Name \_\_\_\_\_ Program Number \_\_\_\_\_

Requester \_\_\_\_\_ Ext. \_\_\_\_\_  
Name/Title \_\_\_\_\_  
End User(s) \_\_\_\_\_ Ext. \_\_\_\_\_  
Name/Title \_\_\_\_\_

Description Describe item requested. Summarize physical description, features, and functionality. Attach back-up material if available.

**Requesting Manager Approval**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date \_\_\_\_\_  
Department: \_\_\_\_\_

**For GSP use only:** Date request received: \_\_\_\_\_ Date item provided: \_\_\_\_\_  
Other Action/Notes:

**Section 2 – Request for Unbudgeted Equipment or Upgrades**

*Both Section 1 and Section 2 must be completed by requesting department for upgrades or equipment not specifically cited in approved department budget, and for unbudgeted wireless communications devices.*

Justification For upgrade or unbudgeted new equipment, explain why it is needed. Clarify and quantify how it will impact operations: *Use reverse side, if needed; attach any back-up materials.*

Preliminary Cost Estimates and Funding Source

*Any purchase over \$1000, or items that are included in a General Service replacement schedule, will increase your program rental rates. The exact impact will be calculated using the estimated lifecycle of the item purchased.*

Estimated purchase cost: \$ \_\_\_\_\_ (Requesting Department to consult with GSP to complete)

Note and estimate any operating costs not covered by rental rate (ex: licensing fees, contract maintenance; if none please so note):

Program funding source for annual operating costs not covered by rental rate:  GSP or  Requesting Program  
Will these costs be:  Absorbed in current budget or  Additional funds needed

Will grant funding be used to purchase this item? \_\_\_\_\_ Yes \_\_\_\_\_ No  
*NURO forms for grant-funded equipment requests must be signed by the City Manager.*

Comments:

**Requesting Department Director Approval**

Department Director: \_\_\_\_\_ Date \_\_\_\_\_  
*Signature*

---

*For upgraded or unbudgeted new equipment, and all wireless communication devices, the requesting department must complete Sections 1 and 2 of this form and submit it to the lead General Services Program for review.*

*General Services Program staff will return the completed form, including Section 3, to the requesting department and the requesting department will be responsible for securing the City Manager's approval signature. Budgeted replacement wireless communications devices do not require Section 3.*



## Appendix N-18

# CITY OF SUNNYVALE PERMANENT VEHICLE ASSIGNMENT JUSTIFICATION FORM

Employees eligible for a permanent vehicle assignment must submit an annual justification form and are required to keep a log of usage per the Vehicle and Motorized Equipment Policy. Use of City vehicles is subject to all terms and conditions outlined in the Vehicle and Motorized Equipment Policy. If the employee is eligible to take the vehicle home, a "Take Home Vehicle Authorization Form" must be on file with the Fleet Manager.

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Ext. \_\_\_\_\_

Department: \_\_\_\_\_ Division: \_\_\_\_\_

Vehicle ID Number: \_\_\_\_\_ Vehicle Make/Model: \_\_\_\_\_

Is the vehicle specially equipped or marked? If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

Please explain the need for a permanent vehicle assignment: \_\_\_\_\_

\_\_\_\_\_

Average miles driven per day on City business: \_\_\_\_\_

Your signature below indicates you have read, understand and are in compliance with the City's Vehicle and Motorized Equipment Policy.

\_\_\_\_\_  
User's signature, title

\_\_\_\_\_  
Manager's signature, title

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
City Manager

**Annual justification is required. For renewal of assignment, this form must be submitted on or before December 15<sup>th</sup>. Vehicle log must be attached.**

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### ***General Services Manager Use Only***

Assignment Approved: Yes No

Assignment Year: \_\_\_\_\_

\_\_\_\_\_  
General Services Manager Signature

\_\_\_\_\_  
Date

## Appendix N-19

# CITY OF SUNNYVALE TAKE HOME VEHICLE AUTHORIZATION FORM

Take home vehicle assignments are subject to approval of the City Manager. All use of the vehicle must be in compliance with the Vehicle and Motorized Equipment Policy. A new form must be submitted for changes in employee assignment or place of residence.

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Ext. \_\_\_\_\_

Department: \_\_\_\_\_ Division: \_\_\_\_\_

Vehicle ID Number: \_\_\_\_\_ Vehicle Make/Model: \_\_\_\_\_

Is the vehicle specially equipped or marked? If yes, please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Employees Home Address: \_\_\_\_\_

Miles between Employee's home and work site: \_\_\_\_\_

The employee responds to after-hours emergencies on an average of \_\_\_\_ times per year. Please explain the type of emergencies: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Average miles driven per day on City business: \_\_\_\_\_

Your signature below indicates you have read, understand and are in compliance with the City's Vehicle and Motorized Equipment Policy.

\_\_\_\_\_  
User's signature, title

\_\_\_\_\_  
Manager's signature, title

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
City Manager

### ***General Services Manager Use Only***

Assignment Approved: Yes No

Original Assignment Year: \_\_\_\_\_

Termination of Assignment: \_\_\_\_\_

\_\_\_\_\_  
General Services Manager Signature

\_\_\_\_\_  
Date

Date Annual Usage Log received: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

# Appendix N-20

City of Sunnyvale Administrative Policy Manual  
Attachment 6.1D

## CITY OF SUNNYVALE CAR ALLOWANCE JUSTIFICATION

Management employees who qualify for exclusive use of a City vehicle on a permanent (24 hour basis) as outlined in the Vehicle and Motorized Equipment Policy may receive a car allowance in lieu of the assignment and authorization to use a City vehicle as described in Section 6.500 of the Salary Resolution. Annual review of usage and insurance coverage shall be completed no later than December 1 of each year.

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Ext. \_\_\_\_\_

Manager Name: \_\_\_\_\_ Title: \_\_\_\_\_ Ext. \_\_\_\_\_

Department: \_\_\_\_\_ Division: \_\_\_\_\_

Please describe how often and for what purpose your personal vehicle is used on City business excluding regular commute to and from work:

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Average miles driven per day on City business: \_\_\_\_\_

Name of Insurance Carrier: \_\_\_\_\_

Policy Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_


Make & Model of Car: \_\_\_\_\_ Year: \_\_\_\_\_

Receipt of a car allowance requires the availability of a personal vehicle in good repair at all times while at work. Your signature below indicates you have read, understand and are in compliance with the City's Vehicle and Motorized Equipment Policy.

\_\_\_\_\_  
User's signature, title

\_\_\_\_\_  
Manager's signature, title

\_\_\_\_\_  
Department Director

 <b>Policy Against Harassment, Discrimination and Retaliation</b>	<b>Administrative Policy Manual</b> <b>Chapter 3 – Personnel</b> <b>Article 32</b>
	<b>Attachments:</b> <ul style="list-style-type: none"> <li>3.32A) Harassment/Discrimination/Retaliation Complaint Form</li> </ul>
<b>Effective Date:</b> 02/02/15	<b>Responsible Department:</b> Human Resources
<b>Prior Version:</b> April 2, 2013, January 20, 2012, July 16, 2012, May 2, 2011, April 21, 2005, April 2002	
<b>Notes:</b> Formerly part of Chapter 3, Article 6, Section 6: Policy Against Harassment, Discrimination and Retaliation.	

**Section 1. Purpose.** The purpose of this policy is to set forth the City’s policy against harassment, discrimination, and retaliation, as defined below, and to provide procedures for reporting, investigating, and responding to potential violations. The regulation also provides for ongoing training for specified employees regarding the City’s policy. This policy governs procedures related to inappropriate behavior based upon protected classifications. Each employee is owed dignity and respect; the City will not tolerate workplace bullying or harassment under any circumstances. Inappropriate behavior that does not fall within the scope of this policy should be referred to the employee’s supervisor, manager, or the Human Resources Department.

**Section 2. Policy.** The City of Sunnyvale is committed to providing an environment for employees, elected or appointed officials, members of the public, or contractors that promotes dignity and respect and is free from discrimination and harassment. The City maintains a strict policy prohibiting all forms of harassment and discrimination based upon protected classifications as defined below. This policy prohibits harassment and discrimination because of an individual’s actual or perceived protected classification, or association with another person who has or is perceived to have a protected classification. In addition, this policy prohibits retaliation against those who complain of such harassment or discrimination.

Disciplinary action, up to and including termination, will be taken for violations of this policy.

**Section 3. Policy clarifications.** Good faith personnel actions, such as appropriate disciplinary action taken against an employee who has engaged in inappropriate workplace conduct/behavior, or due to poor work performance, are not a form of discrimination, harassment or retaliation. Further, filing a complaint of harassment, discrimination, retaliation, or participating in an investigation, does not insulate an employee from being disciplined for engaging in otherwise inappropriate workplace conduct/behavior or for poor work performance. Likewise, requiring an employee to perform essential job functions is not a form of discrimination, harassment or retaliation. If the employee has documented work restrictions, a reasonable accommodation may be given to assist the employee in performing the essential job functions. Intentionally making a false complaint or providing false information will not be tolerated and is cause for discipline.

**Section 3. Definitions**

**Subd. 1 Protected Classifications:** This policy prohibits harassment or discrimination because of an individual’s protected classification. “Protected Classification” includes race, religion (including religious dress

or grooming practice), religious creed, color, sex (includes gender, gender identity, gender expression, transgender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnicity, national origin, ancestry, citizenship status, military and veteran status, marital status, family relationship, age, medical condition, genetic characteristics and/or genetic information, and physical or mental disability.

**Subd. 2.** City Employee means all classified and unclassified employees, temporary, part-time employees, contract workers, supervisors, managers, department directors, volunteers, and appointed and elected officials.

**Subd. 3.** Discrimination. Discrimination is any action that unlawfully or unjustly results in inappropriate treatment of persons or groups based on their actual or perceived protected classification. Examples of discriminatory behavior include, but are not limited to:

- A. Basing an employment decision (e.g., decision to hire, promote, transfer, discipline, etc.) on one's protected classifications.
- B. Taking adverse employment action (e.g., discipline, transfer, etc.) based on one's protected classifications.
- C. Treating an applicant or employee differently with regard to any aspect of employment because of his or her protected classifications.

**Subd. 4** Harassment means persistent, unwelcome, annoying, disturbing, or tormenting conduct of a verbal or physical nature based on a person's actual or perceived protected classification when the conduct has the purpose, result, or effect of substantially interfering with an individual's work performance, or creating an intimidating, hostile, or offensive work environment. Even if conduct does not constitute a hostile work environment, it may still be misconduct that is cause for discipline.

Depending upon the circumstances, a single act of harassment, as defined below, can violate this policy:

- A. *Verbal Harassment* includes epithets, jokes, comments or slurs based on protected classifications, intimate or other nicknames, comments on appearance – including dress or physical features – or stories that are disparaging to those within a protected classification, or soliciting someone's participation in an activity on the basis of a protected classification.
- B. *Visual Harassment* includes gestures, posters, notices, bulletins, cartoons, pictures, drawings, sexually suggestive objects, or e-mails that tend to disparage those within a protected classification. This can include using personal devices or the City's computer systems related to such materials. Inappropriate items in this category need not be seen by others to be inappropriate and possession of such items in the workplace may constitute a violation of this policy.

- C. *Physical Harassment* includes assault, touching, impeding or blocking movement, grabbing, patting, propositioning, leering, making express or implied job-related threats or promises in return for submission to physical acts, mimicking, taunting, stalking, or any physical interference with normal work or movement.
- D. *Sexual Harassment* is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual harassment includes same-sex conduct regardless of whether the conduct is based on gender orientation.

**Subd. 5** Hostile Work Environment A hostile work environment is defined as a work environment where there is unwelcome conduct toward the victim(s) based on protected classification(s) where the conduct is so severe or pervasive so as to alter the conditions of employment and create an abusive working environment.

**Subd. 6** Quid Pro Quo Harassment Quid pro quo harassment is a type of sexual harassment that can occur when submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual, such as promotion, raise, hiring, or performance appraisals. This kind of harassment can only be perpetrated by a supervisor, manager, or other person who has the authority to affect the employee's terms and conditions of employment.

**Subd. 7.** Retaliation means any adverse employment action taken because an individual has engaged in protected activity.

Protected activity includes, but is not limited to:

- A. Making or filing an internal complaint with the City or an external agency in good faith regarding alleged violations of City policy, local, State, or Federal law;
- B. Providing information notice to the City regarding alleged unlawful activity;
- C. Calling a governmental agency's "Whistleblower hotline;"
- D. Participating in investigations and in court/administrative hearings regarding alleged violations of City policy, local, State, or Federal law;
- E. Reporting conflicts of interest, dishonesty, or unethical conduct;
- F. Associating with another employee who is engaged in any of the protected activities enumerated herein.

Adverse employment action includes, but is not limited to:

- A. Singling a person out for harsher treatment because of protected activity;
- B. Lowering a performance evaluation because of protected activity;
- C. Failing to hire, failing to promote, withholding pay increases, assigning more onerous work, abolishing a position, taking a form of disciplinary action because of protected activity;
- D. Spreading rumors about a complaint or a complainant because of protected activity;
- E. Shunning, ignoring and/or avoiding an individual who reports

- harassment or discrimination because of protected activity;
- F. Condoning hostility and criticism of coworkers and third parties because of protected activity;
- G. Real or implied threats of intimidation to prevent an individual from reporting wrongdoing or because of protected activity.

Even well-intentioned attempts to insulate or protect a complainant by changing his or her work environment or schedule or duties or by transferring the complainant to another office may be considered retaliatory. The supervisor or manager must contact the Director of Human Resources or his/her designee for guidance before taking any action.

**Section 4. Complaint Process: Reporting Harassment, Discrimination, or Retaliation**

Any supervisor or manager who receives a complaint regarding discrimination, harassment, or retaliation shall immediately report it to the Human Resources Department. Supervisors or managers who know or should have known if proper diligence had been exercised of discrimination or harassment and fail to report such conduct are also subject to disciplinary action up to and including termination from City service.

Any individual who feels he or she has been harassed, discriminated against or retaliated against in violation of this policy should report the conduct immediately as outlined below so that the complaint can be resolved quickly and fairly.

**Subd. 1**      Reporting to the Offending Individual: The City of Sunnyvale encourages any individual who feels that he or she has been harassed or discriminated against in violation of this policy to let the offending person know immediately that the conduct at issue is unwelcome, offensive, in poor taste, or inappropriate, and that it must stop.

**Subd. 2**      Reporting to Management/Supervisors: If the offensive behavior continues, or if the employee is unable or unwilling to confront the harasser directly, the employee shall promptly notify his or her supervisor or manager. If the employee does not feel comfortable reporting the information to their i supervisor or manager, he/she should promptly notify DHR.. When a complaint is reported to the Department of Human Resources the respective director will be notified as appropriate. This duty to report offensive behavior includes victimized employees and employees who witnessed the offensive conduct. The individual should provide all details of the incident or incidents, name of individuals involved, and the names of any witnesses. This report can be made orally or in writing and may be made anonymously.

**Subd. 3**      Confidentiality: The City recognizes that confidentiality is important to all parties involved in a harassment/discrimination investigation. Complete confidentiality cannot occur due to the need to fully investigate potential policy violations and the duty to take effective remedial action. As a result, confidentiality will be maintained to the extent possible.

**Subd.4**      Duty of Employees to Maintain Confidentiality: An individual who is involved in an investigation is prohibited from discussing the investigation except as otherwise directed by the person conducting the investigation. Any individual who discusses the content of an investigation will be subject to discipline.

- Subd. 5**      Option to Report to Outside Administrative Agencies: Any offended party has the option to report harassment, discrimination, or retaliation to the U.S. Equal Employment Opportunity Commission (EEOC) or the California Department of Fair Employment and Housing (DFEH). These governmental agencies offer legal remedies and a complaint process. The nearest offices are listed in the government section of the phone book as well as on posters located on City bulletin boards.

### **Section 5.      Response to Complaint**

- Subd. 1**      Interim Relief: Any supervisor, manager, or director who receives a complaint or learns of a potential violation of this policy is obligated, as a condition of employment, to pursue such complaints, and if necessary, take action, in consultation with the Department of Human Resources and City Attorney, to defuse volatile circumstances.

- Subd. 2**      Investigation: Upon receipt of a complaint of alleged harassment, discrimination or retaliation, the Director of Human Resources or his/her designee will be responsible for conducting or coordinating a thorough investigation (unless he/she is named in the complaint). The Director of Human Resources or his/her designee may coordinate the investigation with the complainant's department director and may hire an outside investigator if the City deems appropriate. The type of investigation undertaken, and the party chosen to conduct the investigation will depend on the nature of the complaint made and shall be determined by the Director of Human Resources or his/her designee. The Director of Human Resources or his/her designee will report the status of investigations to the City Manager and City Attorney as appropriate.

The Director of Human Resources or his/her designee, in concurrence with the City Manager and upon consultation with the City Attorney where appropriate, may take interim action to diffuse volatile circumstances, such as placing the alleged perpetrator on paid administrative leave or temporarily transferring the alleged perpetrator. No interim action should be taken to change the complaining individual's working conditions unless the complaining individual voluntarily consents to the temporary change.

The investigator will review the complaint allegations in an objective manner and to the extent that the City deems necessary. The investigation will normally include interviews with the reporting individual, the accused, and any other person who is believed to have relevant knowledge concerning the allegations. The investigator will remind all witnesses to maintain the confidentiality of the content of the interview and that retaliation against those who report alleged harassment or who participate in the investigation is prohibited.

The City takes a proactive approach to potential policy violations and will conduct an investigation if its officers, supervisors, or managers become aware that harassment, discrimination or retaliation may be occurring, regardless of whether or not the recipient of the alleged action or a third party reports a potential violation. In addition, anonymous complaints

received by or learned of by a supervisor, manager, or director will be investigated to the degree possible.

At the conclusion of the investigation, if it is determined that the alleged conduct did not occur or that it did not violate this policy, the Director of Human Resources will notify the complainant and the alleged perpetrator, if appropriate, of the general conclusion(s) of the investigation and whether any further action is warranted.

If at the conclusion of the investigation, it is determined that policy violations did occur, appropriate action will be taken and may include the use of disciplinary action as described in the City's Disciplinary Action and Appeal Policy against the perpetrator. Once the investigation is complete and appropriate action has been taken, the complainant will be notified of the general conclusions of the investigation and that appropriate action has been taken. The complainant will not be notified of what specific disciplinary action is taken against a perpetrator.

**Subd. 3**      Referral for Criminal Investigation: If it is determined that any violence, assault, or criminal conduct may be involved, the matter shall be immediately referred to the Sunnyvale Department of Public Safety for investigation.

**Subd. 4**      Confidentiality of Investigation Report and Related Documents: The City will not disclose a completed investigation report except as it deems necessary to support a disciplinary action, to take remedial action, to defend itself in adversarial proceedings, or to comply with the law or a court order.

### **Section 6.      Responsibilities of Employees, Management and Supervisory Employees**

**Subd. 1**      Individual Employees are required to:

- A.      Behave consistently with the policy described herein.
- B.      Report, in good faith, any act they believe constitutes harassment, discrimination, or retaliation, as defined herein, to his or her immediate supervisor, manager, or director.
- C.      Maintain confidentiality as required by this policy.
- D.      Fully cooperate with the City's investigation of complaints made under this policy by responding fully and truthfully to all questions posed during an investigation.
- E.      Acknowledge receipt and understanding of this policy as required.

**Subd. 2**      Managers, Supervisors, and Directors (including council members) must, in addition to the responsibilities listed above for individual employees, act to prevent harassment, discrimination, and retaliation in their departments or areas of responsibility and are required to:

- A.      Be knowledgeable about this policy and model behavior that respects all individuals in the workplace and complies with the principles and intent of this policy.
- B.      Inform and communicate this policy to employees, answer any questions and provide guidance to employees regarding appropriate behavior in the workplace.

- C. Be proactive and observant in monitoring the work environment and take immediate appropriate action to stop potential violations, such as removing inappropriate pictures and correcting inappropriate language.
- D. Take all reasonable measures to prevent any person from retaliating against any person who reports a complaint or participates in the investigation of any complaint under this policy.
- E. Follow up with those who have complained to ensure the behavior complained of has ceased.


**Subd. 3** This policy also prohibits harassment, discrimination and retaliation against City employees by independent contractors, non-City employees and vendors, and vice-versa. Any City employee who becomes aware of or believes a violation of this policy is occurring that involves an independent contractor, non-City employee or vendor shall immediately contact the Director of Human Resources or his/her designee to report the concern.

### **Section 7. Mandatory Training**

In accordance with State law, the City requires any employee in a management, supervisory or lead position to receive training on this policy at least once every two years. The Department of Human Resources will schedule multiple training sessions every other year to ensure that all required employees are able to attend the mandatory training. Attendance at the training will be documented.





 <p><b>Drug and Alcohol Policy</b></p>	<p align="center"><b>Administrative Policy Manual</b></p> <p align="center"><b>Chapter 3 – Personnel</b></p> <p align="center"><b>Article 26</b></p>
	<p><b>Attachments:</b></p> <ul style="list-style-type: none"> <li>• 3.26A Regular Business Hours Alcohol/Substance Abuse Testing Procedures</li> <li>• 3.26 B Reasonable Suspicion Documentation Form</li> <li>• 3.26 C Alcohol and Controlled Substance Fact Sheets</li> </ul>
<p><b>Effective Date:</b> 3/21/11</p>	<p><b>Responsible Department:</b> HR</p>
<p><b>Prior Version &amp; Notes:</b></p> <p><b>Prior Version:</b> Formerly part of Work Standards, Section 7 of Article 6, 4/21/05, April 2002</p> <p><b>Related Policies:</b> Chapter 3, Article 6, Works Standards Chapter 3, Article 14, Drug and Alcohol Testing Pursuant to Federal Department of Transportation Regulations</p>	

**Section 1. Purpose**

It is the policy of the City of Sunnyvale to maintain a safe, healthy, and productive work environment for all employees. The City will act to eliminate substance abuse because substance abuse increases the potential for accidents, absenteeism, substandard performance, poor employee morale and has the potential to undermine public confidence in City employees.

This policy provides information pertaining to self-referral and rehabilitation/treatment options for employees who may be experiencing a problem with alcohol and/or substance abuse and also describes for-cause testing which the City may require for the detection and deterrence of alcohol and substance abuse. This policy also outlines responsibilities of management and supervisory employees.

This policy applies to all employees of the City of Sunnyvale and any violations of this policy may result in disciplinary action, up to and including termination. In addition, the City’s **Drug and Alcohol Testing Pursuant to Federal Department of Transportation Regulations Policy** applies to employees who are required to possess and maintain a commercial driver’s license.

**Section 2. Policy**

It is the policy of the City of Sunnyvale that employees:

- Shall not report to work under the influence of alcohol or controlled substances;
- While on duty shall not use, possess, sell or provide illegal drugs/controlled substances or alcohol to another;

- Shall not be on paid standby when impaired as a result of the use of illegal drugs/controlled substances, alcohol or prescription or non-prescription medications.

The use of medically prescribed medications or drugs is not a per se violation of this policy. However, an employee is required to notify their supervisor when any medications or drugs they are taking could create an unsafe and dangerous situation.

In the event there are questions regarding an employee's ability to safely and effectively perform assigned duties when using such medications or drugs, the Department of Human Resources will contact the City's Medical Review Officer to determine if the employee can safely perform their job duties while utilizing said medications or drugs. If an employee is prescribed medication or drugs in relation to a work-related injury or illness, the doctor treating the employee for the work-related injury or illness shall provide the required clearance.

The City has a contracted Employee Assistance Program (EAP) to assist those employees who voluntarily seek confidential help for alcohol or controlled substance problems. Employees may contact the Department of Human Resources for additional information regarding this program.

**Subd 1. Substances Covered**

- Alcohol
- Controlled substances
- Prescription or non-prescription drugs and other substances which may impair an employee's ability to effectively perform the functions of their position.

**Subd. 2. Employee Responsibilities**

- A. Do not report to work while their ability to perform job duties is impaired due to alcohol or drug use;
- B. Do not possess or use, or have the odor of alcohol or illegal drugs/controlled substances on his/her breath during working hours or while operating any City vehicle or equipment;
- C. Do not directly or through a third party sell or provide illegal drugs/controlled substances or alcohol to any person or to any other employee while either employee or both employees are on duty, or paid standby;
- D. Submit immediately to reasonable requests for drug or alcohol testing when requested by a manager or supervisor. Refusal to submit to a drug or alcohol test may be considered insubordination and can result in disciplinary action up to and including termination;
- E. Notify their manager or supervisor, before operating City equipment or vehicles, when taking any medications or drugs, prescription or

nonprescription, which may impair the employee's ability to operate equipment or vehicles or create an unsafe or dangerous situation for the public or the employee's coworkers;

- F. Provide to the Medical Review Officer within 24 hours of request, a current valid prescription for any prescription drug or medication identified when a drug test is positive. The prescription must be in the employee's name.

### **Subd. 3. Manager/Supervisor Responsibilities**

- A. Managers and supervisors are responsible for consistent enforcement of this policy. Any supervisor who knowingly permits a violation of this policy by employees under their supervision may be subject to discipline up to and including termination.
- B. A manager or supervisor shall require an employee to submit to a drug or alcohol test when there is reasonable suspicion that the employee is under the influence of drugs or alcohol. Any observations leading to a reasonable suspicion that an employee is under the influence of drugs or alcohol shall be documented in adequate detail using the Reasonable Suspicion Documentation Form.
- C. Any manager or supervisor needing to have an employee tested for drug or alcohol use due to an accident or reasonable suspicion shall immediately notify the Department of Human Resources and their Department Director. The Department of Human Resources will coordinate and arrange for testing.
- D. A manager or supervisor who believes an employee not under their supervision is under the influence of drugs or alcohol shall immediately notify the Department of Human Resources and their Department Director. If such observation occurs at a time when the Department of Human Resources is not available, the manager or supervisor of the employee should be notified immediately.
- E. Any manager or supervisor requiring an employee to be tested for drug or alcohol use is responsible for the safe transportation of the employee to the testing facility and is to remain at the testing facility until testing is complete. Under no circumstances shall an employee suspected to be under the influence of drugs or alcohol be allowed to drive or operate vehicles or equipment. If an employee suspected to be under the influence of drugs or alcohol drives or attempts to drive away from the work location, the Department of Public Safety must be contacted immediately.

Additionally, a manager or supervisor should contact the Department of Public Safety for assistance if an employee is behaving in an abusive or disruptive manner.

- F. If an employee has tested negative for drug or alcohol use, they shall be returned to work immediately unless the employee is continuing to demonstrate behaviors indicative of the use of a controlled substance. In such situations the manager/supervisor is responsible for the transportation of the employee home (have the employee's emergency contact pick the employee up, or arrange for a taxicab at the employee's expense to transport the employee home from either the testing facility or the worksite). The manager/supervisor is not to allow the employee to drive themselves.

Any documentation related to test results is to be forwarded to the Department of Human Resources immediately.

- G. If an employee has tested positive for drug or alcohol use, the manager or supervisor is responsible for the transportation of the employee home (have the employee's emergency contact pick the employee up, or arrange for a taxicab at the employee's expense to transport the employee home from either the testing facility or the worksite). The manager/supervisor is not to allow the employee to drive themselves.

Any documentation related to test results is to be forwarded to the Department of Human Resources immediately.

- H. Demands for drug or alcohol testing by managers or supervisors which are found to be malicious or otherwise inappropriate will not be tolerated and may result in disciplinary action up to and including termination.

#### **Subd. 4. Types of Alcohol/Controlled Substance Testing**

##### **A. Post Accident**

Drug and alcohol testing may be conducted after an incident involving City equipment or a City vehicle that results in bodily injury requiring medical treatment or where property damage occurred. The Department Director shall consult with the Department of Human Resources to determine if such testing is required.

##### **B. Reasonable Suspicion**

A manager or supervisor may require an employee to submit to drug and alcohol testing when there is a reasonable suspicion that an employee is under the influence of drugs or alcohol when at work or while performing assigned duties. Reasonable suspicion is a belief based on objective and articulable facts sufficient to lead a reasonable and prudent supervisor to suspect that an employee is under the influence of drugs or alcohol.

Any of the following, alone, or in combination may constitute reasonable suspicion:

1. A pattern of documented abnormal or erratic behavior.
2. Direct observation of drug or alcohol use, or information provided by a reliable and credible source that an employee has engaged in drug or alcohol use.
3. Presence of the mental or physical symptoms of drug or alcohol use (glassy or bloodshot eyes, alcohol odor on breath, slurred speech, poor coordination and/or reflexes). Please refer to the Alcohol and Controlled Substance Fact Sheets for information regarding symptoms associated with specific substances.
4. A work related accident in conjunction with other facts which together support reasonable suspicion.

Any manager or supervisor who has a reasonable suspicion that an employee is under the influence of drugs or alcohol shall immediately document their observations and follow the attached testing procedures. If necessary, a manager or supervisor may contact the Department of Public Safety for assistance in confirming a reasonable suspicion.

Any manager or supervisor requiring an employee to be tested for drugs or alcohol is responsible for transporting the employee to the City's approved testing facility or ensuring that the employee does not engage in any unsafe work activities until testing personnel arrive at the work location. Additionally, a manager or supervisor should contact the Department of Public Safety for assistance if an employee is behaving in an abusive or disruptive manner.

### **Subd. 5. Confidentiality**

Laboratory reports or test results received by the City, other than any initial results provided to a manager/supervisor by the testing facility for reasonable suspicion or post accident testing, shall be maintained in a confidential medical file in the Department of Human Resources. The reports or test results may be disclosed to a Department Director on a need to know basis only. Disclosures without patient consent may also occur when the information has been placed at issue in a formal dispute between the employer and the employee, including employee discipline. Any employee found to have inappropriately breached confidentiality will be subject to disciplinary action up to and including termination.

### **Subd. 6. Employee Assistance/Treatment**

The City encourages employees to voluntarily seek out assistance for any issues they may be experiencing involving drug or alcohol dependency. Resources for counseling and referrals to treatment facilities are available confidentially through the City's Employee Assistance Program (EAP). Further services may be available through medical insurance providers.

Below is contact information for Managed Health Network (MHN), the City's Employee Assistance Program provider:

Phone: (800) 242-6220

Online: [members.mhn.com](https://members.mhn.com) (access code: sunnyvale)

## **Regular Business Hours Alcohol/Substance Abuse Testing Procedures**

### **Reasonable Suspicion/Post-Accident (No Arrest/Not Transported to Hospital Due to Injury)**

*The following procedures are to be used **during** regular business hours (M-F, 8:00 AM – 5:00 PM) under the following circumstances: when a supervisor or manager has a reasonable suspicion that an employee is under the influence of alcohol or a drug/controlled substance; where an employee has been involved in a vehicle/equipment accident in which the circumstances of the accident are indicative of alcohol or drug/controlled substance use (as determined by manager/supervisor); and where the employee is not arrested by law enforcement nor taken to a hospital due to injury.*

1. The manager/supervisor is to immediately contact their manager and/or Department Director and the Department of Human Resources to report the reasonable suspicion involving a City Employee. In cases involving a vehicle/equipment accident, the manager/supervisor is to notify their manager and/or Department Director and the Department of Human Resources immediately upon becoming aware of said accident.
2. The manager/supervisor is to prepare a brief written description of their observations to document their reasonable suspicion or the details of the accident, if known, involving the City employee (for reasonable suspicion, the manager/supervisor must use the Reasonable Suspicion Documentation Form). The manager/supervisor is to sign this document and immediately submit it to the Department of Human Resources and provide a copy to their Department Director.
3. The Department of Human Resources will notify the City's alcohol and drug/controlled substance testing provider to make arrangements to have the employee tested.
4. The Department of Human Resources will notify the manager/supervisor of the location of the testing facility and contact person at the facility.
5. The manager/supervisor is to transport the employee to the testing facility and remain with the employee while they are tested. If the testing is unable to be completed within two hours of the initial observation of the behavior which prompted the need for reasonable suspicion testing, the manager/supervisor must document the reasons for the delay in testing and submit said documentation to the Department of Human Resources.

6. After testing is completed, the testing facility will inform the employee's manager/supervisor and the Department of Human Resources of the alcohol test results. Drug/controlled substance test results will not be immediately available, but will be transmitted to the Department of Human Resources when they do become available. If the test result is positive for alcohol, the manager/supervisor is responsible for the transportation of the employee home (have the employee's emergency contact pick the employee up, or arrange for a taxicab at the employee's expense to transport the employee home from either the testing facility or the worksite). The manager/supervisor is not to allow the employee to drive themselves. If the employee refuses to be transported home, the manager/supervisor shall contact the Department of Public Safety immediately.

If the alcohol test result is negative, the manager/supervisor is to transport the employee back the worksite and allow the employee to return to work unless they are continuing to demonstrate behaviors that may indicate that they are under the influence of a drug/controlled substance. If the employee is demonstrating behaviors indicative of the use of a drug/controlled substance, the manager/supervisor is responsible for transporting the employee home, having the employee's emergency contact pick them up, or arrange for a taxicab to transport the employee home from either the testing facility or the worksite. The manager/supervisor is not to allow the employee to drive themselves.

Additionally, a manager or supervisor should contact the Department of Public Safety for assistance if an employee is behaving in an abusive or disruptive manner.

7. The manager/supervisor is to provide any documentation provided by the testing facility to the Department of Human Resources as soon as possible.

### **Post-Accident (Arrest/Transported to Hospital Due to Injury)**

*The following procedures are to be used **during** regular business hours (M-F, 8:00 AM – 5:00 PM) under the following circumstances: where a City employee has been involved in a vehicle/equipment accident; and where the employee has been subsequently arrested by law enforcement or injured and transported to a hospital.*

1. Once the manager/supervisor has been made aware of the accident, the manager/supervisor is to immediately contact their manager and/or

Department Director and the Department of Human Resources to report the accident involving a City Employee.

2. The manager/supervisor is to prepare a brief written description of any known details of the accident, including an explanation of the reasons for the arrest or transportation to a hospital, if known, and why the employee was unable to be tested for use of alcohol and/or a drug/controlled substance in accordance with City Policy. The manager/supervisor is to include the name of the investigating law enforcement agency, the investigating police officer, and the name of the hospital/facility that the employee was transported to in their written description, if known.
3. The manager/supervisor is to sign this document and immediately submit it to the Department of Human Resources along with any documentation provided by law enforcement. A copy of this documentation is to also be provided to the Department Director.

### **Outside of Regular Business Hours Alcohol/Substance Abuse Testing Procedures**

#### **Reasonable Suspicion/Post-Accident (No Arrest/Not Transported to Hospital Due to Injury)**

*The following procedures are to be used for incidents that occur **outside of** regular business hours (M-F, 8:00 AM – 5:00 PM) involving employees assigned to work outside of regular business hours under the following circumstances: when a supervisor or manager has a reasonable suspicion that an employee is under the influence of alcohol or a drug/controlled substance; where an employee has been involved in a vehicle/equipment accident in which the circumstances of the accident are indicative of alcohol or drug/controlled substance use (as determined by manager/supervisor); and where the employee is not arrested by law enforcement nor taken to a hospital due to injury.*

1. The manager/supervisor is to immediately contact their manager and/or Department Director to report the reasonable suspicion involving a City Employee. In cases involving a vehicle/equipment accident, the manager/supervisor is to notify their manager and/or Department Director and the Department of Human Resources immediately upon becoming aware of said accident.
2. The manager/supervisor is to prepare a brief written description of their observations to document their reasonable suspicion or the details of the

accident, if known, involving the City employee (For reasonable suspicion, the manager/supervisor must use the Reasonable Suspicion Documentation Form). The manager/supervisor is to sign this document and submit it to the Department of Human Resources and provide a copy to their Department Director at the beginning of the next work day.

3. The manager/supervisor is to contact the City's contracted after hours/non-business hours alcohol and drug/controlled substance testing provider, **Schlim McCabe & Associates, at 1-800-490-3784**. The manager/supervisor is to notify the answering service that an emergency post accident/reasonable suspicion test is needed to be performed immediately.

The answering service will ask for the manager/supervisor's contact information and will have a Schlim McCabe & Associates representative contact the manager/supervisor to make arrangements for the test. The Schlim McCabe & Associates representative will come to the work site to conduct the test.

4. In order to conduct the alcohol and/or drug/controlled substance test, the employee will need to be at a location with a restroom. If for any reason the employee needs to be transported to a site with a restroom, the manager/supervisor is responsible for the transportation of the employee. The employee shall not be allowed to drive themselves.
5. The manager/supervisor is to remain at the testing location while the test is being conducted. If the testing is unable to be completed within two hours of the initial observation of the behavior which prompted the need for reasonable suspicion testing, the manager/supervisor must document the reasons for the delay in testing and submit said documentation to the Department of Human Resources.
6. After testing is completed, the Schlim McCabe & Associates representative will inform the manager/supervisor and the Department of Human Resources of the alcohol test results. Drug/controlled substance test results will not be immediately available, but will be transmitted to the Department of Human Resources when they do become available. If the test result is positive for alcohol, the manager/supervisor is responsible for the transportation of the employee home (have the employee's emergency contact pick the employee up, or arrange for a taxicab at the employee's expense to transport the employee home from either the testing facility or the worksite). The manager/supervisor is not to allow the employee to drive themselves.

If the alcohol test result is negative, the manager/supervisor is to transport the employee back to the worksite and allow the employee to return to

work unless they are continuing to demonstrate behaviors that may indicate that they are under the influence of a drug/controlled substance. If the employee is demonstrating behaviors indicative of the use of a drug/controlled substance, the manager/supervisor is responsible for the transportation of the employee home (have the employee's emergency contact pick the employee up, or arrange for a taxicab at the employee's expense to transport the employee home from either the testing facility or the worksite). The manager/supervisor is not to allow the employee to drive themselves.

Additionally, a manager or supervisor should contact the Department of Public Safety for assistance if an employee is behaving in an abusive or disruptive manner.

7. The manager/supervisor is to immediately notify their manager and/or Department Director of the alcohol test results.
8. The manager/supervisor is to provide any and all documentation provided by the Schlim McCabe & Associates Representative to the Department of Human Resources at the beginning of the next work day.

### **Post-Accident (Arrest/Transported to Hospital Due to Injury)**

*The following procedures are to be used for incidents that occur **outside of** regular business hours (M-F, 8:00 AM – 5:00 PM) involving City employees assigned to work outside of regular business hours under the following circumstances: where a City employee has been involved in a vehicle/equipment accident; and where the employee has been subsequently arrested by law enforcement or injured and transported to a hospital.*

1. Once the manager/supervisor has been made aware of the accident, the manager/supervisor is to immediately contact their manager and/or Department Director to report the accident involving a City Employee.
2. The manager/supervisor is to prepare a brief written description of the accident, including an explanation of the reasons for the arrest or transportation to a hospital, if known, and why the employee was unable to be tested for use of alcohol and/or a drug/controlled substance in accordance with City Policy. The manager/supervisor is to include the name of the investigating law enforcement agency, the investigating police officer, and the name of the hospital/facility that the employee was transported to in their written description, if known.
3. The manager/supervisor is to sign this document and submit it to the Department of Human Resources, along with any documentation provided by law enforcement, the next work day. A copy of this documentation is to also be provided to the Department Director.

**REASONABLE SUSPICION DOCUMENTATION FORM**

Purpose of form: A supervisor or manager trained in accordance with 49 CFR 382.603 shall require an employee to submit to an alcohol and/or controlled substance test based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech or body odors of the employee. If appropriate tests are not promptly administered, explanation must be provided on Page 3 of this form.

Employee's Name: \_\_\_\_\_

Work Location: \_\_\_\_\_

Observation Date: \_\_\_\_\_ Time (from \_\_\_\_\_ am/pm; to \_\_\_\_\_ am/pm)

Location: \_\_\_\_\_

**CAUSE FOR SUSPICION:**

1. Presence of alcohol, drugs and/or drug paraphernalia (specify) \_\_\_\_\_
2. Check the boxes that apply to the employee's observable characteristics and/or behaviors. Provide any additional information of examples that will more clearly describe and support your observations.

**Breath/Body**

- \_\_\_\_\_ Odor of alcoholic beverage
- \_\_\_\_\_ Chemical odor
- \_\_\_\_\_ Other: \_\_\_\_\_

**Eyes**

- \_\_\_\_\_ Very blood shot eyes
- \_\_\_\_\_ Overly large pupils
- \_\_\_\_\_ Unusually small pupils
- \_\_\_\_\_ Blank stare
- \_\_\_\_\_ Watery eyes
- \_\_\_\_\_ Other: \_\_\_\_\_

**Behavior/Temperament**

- \_\_\_\_\_ Boisterous
- \_\_\_\_\_ Withdrawn
- \_\_\_\_\_ Uncooperative
- \_\_\_\_\_ Combative
- \_\_\_\_\_ Agitated
- \_\_\_\_\_ Other: \_\_\_\_\_

**Speech**

- \_\_\_\_\_ Incomplete sentences
- \_\_\_\_\_ Rambling/confused
- \_\_\_\_\_ Not understandable
- \_\_\_\_\_ Slurred
- \_\_\_\_\_ Other: \_\_\_\_\_

**Balance/Walking**

- \_\_\_\_\_ Hesitant/slowed
- \_\_\_\_\_ Stumbling/staggering
- \_\_\_\_\_ Falling
- \_\_\_\_\_ Swaying
- \_\_\_\_\_ Other: \_\_\_\_\_

**Alertness**

- \_\_\_\_\_ Confused/distracted
- \_\_\_\_\_ Unresponsive
- \_\_\_\_\_ Asleep
- \_\_\_\_\_ Slowed
- \_\_\_\_\_ Other: \_\_\_\_\_

**Unusual Behavior**

- \_\_\_\_\_ Physical withdrawal
- \_\_\_\_\_ Inappropriate laughter
- \_\_\_\_\_ Fighting
- \_\_\_\_\_ Vomiting
- \_\_\_\_\_ Uncharacteristic behavior
- \_\_\_\_\_ Crying
- \_\_\_\_\_ Other: \_\_\_\_\_

3. Other observed actions or behavior  
(specify): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Witnesses to the  
events: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RECOMMENDATION:**

- Alcohol testing
- Controlled substance testing
- Alcohol and controlled substances testing

**TEST INFORMATION:**

**Department of Human Resources Contact**

Name of contact: \_\_\_\_\_ Job  
Title: \_\_\_\_\_

Date of contact: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Authorization for testing received:  Yes  No

Time of Test: \_\_\_\_\_ am/pm  
Place: \_\_\_\_\_

Administered within two (2) hours of the observation?  Yes  No  
Explanation, if not administered within two (2) hours of the observation.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Administered between two (2) and eight (8) hours of the observation?  Yes  No

Explanation, if not administered within eight (8) hours of the observation.

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Remarks:

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**SIGNED:**

\_\_\_\_\_  
(Signature)                      (Title)                      (Date)                      (Time)

\_\_\_\_\_  
(Print Name)

**Note:** *This form must be prepared and signed by the supervisor(s) or manager(s) immediately upon observation of the behavior that is the basis for reasonable suspicion testing.*

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## ALCOHOL AND CONTROLLED SUBSTANCE FACT SHEETS

### ALCOHOL FACT SHEET

Alcohol is a socially acceptable drug that has been consumed throughout the world for centuries. It is considered a recreational beverage when consumed in moderation for enjoyment and relaxation during social gatherings. However, when consumed primarily for its physical and mood-altering effects, it is a substance of abuse. As a depressant, it slows down physical responses and progressively impairs mental functions.

#### Signs and Symptoms of Use

- Dulled mental processes
- Lack of coordination
- Odor of alcohol on breath
- Possible constricted pupils
- Sleepy or stuporous condition
- Slowed reaction rate
- Slurred speech

(Note: Except for the odor, these are general signs and symptoms of any depressant substance.)

#### Health Effects

The chronic consumption of alcohol (an average of three (3) servings per day of beer (12 ounces), whiskey (1 ounce), or wine (6 ounces)) over time, may result in the following health hazards:

- Dependency (up to 10% of all people who drink alcohol become physically and/or mentally dependent on alcohol and can be termed "alcoholic")
- Fatal liver diseases
- Increased cancers of the mouth, tongue, pharynx, esophagus, rectum, breast and malignant melanoma
- Kidney disease
- Pancreatitis
- Spontaneous abortion and neonatal mortality
- Ulcers
- Birth defects (up to 54% of all birth defects are alcohol related)
- Decreased sexual functioning

#### Social Issues

- Two-thirds of all homicides are committed by people who drink prior to the crime.
- 2% to 3% of the driving population is legally drunk at any one time. This rate is doubled at night and on weekends.
- Two-thirds of all Americans will be involved in an alcohol-related vehicle accident during their lifetime.
- The rate of separation and divorce in families with alcohol dependency problems is seven (7) times the average.
- 40% percent of family court cases are alcohol problem related.
- Alcoholics are fifteen (15) times more likely to commit suicide than are other segments of the population.

- More than 60% of burns, 40% of falls, 69% of boating accidents and 76% of private aircraft accidents are alcohol related.

## **The Annual Toll**

- 24,000 people will die on the highway due to the legally impaired driver.
- 12,000 more will die on the highway due to the alcohol-affected driver.
- 15,800 will die in non-highway accidents.
- 30,000 will die due to alcohol-caused liver disease.
- 10,000 will die due to alcohol-induced brain disease or suicide.
- Up to another 125,000 will die due to alcohol-related conditions or accidents.

## **Workplace Issues**

- It takes one (1) hour for the average person (150 pounds) to process one serving of an alcoholic beverage from the body.
- Impairment in coordination and judgment can be objectively measured with as little as two (2) drinks in the body.
- A person who is legally intoxicated is six (6) times more likely to have an accident than a sober person.

## AMPHETAMINE FACT SHEET

Amphetamines are central nervous system stimulants that speed up the mind and body. The physical sense of energy at lower doses and the mental exhilaration at higher doses are the reasons for their abuse. Although widely prescribed at one time for weight reduction and mood elevation, the legal use of amphetamines is now limited to a very narrow range of medical conditions. Most amphetamines that are abused are illegally manufactured in foreign countries and smuggled into the United States or clandestinely manufactured in crude laboratories.

### Description

- Amphetamines are sold in counterfeit capsules or as white, flat, double-scored "minibennies." It is usually taken by mouth.
- Methamphetamines are often sold as a creamy white and granular powder or in lumps and are packaged in aluminum foil wraps or sealable plastic bags. Methamphetamines may be taken orally, injected or snorted into the nose.
- Trade/street names include Biphphetamine, Delcobese, Desotyn, Detedrine, Chetrol, Ritaline, Speed, Meth, Crank, Crystal, Monster, Black Beauties and Rits.

### Signs and Symptoms of Use

- Hyperexcitability, restlessness
- Dilated pupils
- Increased heart rate and blood pressure
- Heart palpitations and irregular beats
- Profuse sweating
- Rapid respiration
- Confusion
- Panic
- Talkativeness
- Inability to concentrate
- Heightened aggressive behavior

### Health Effects

- Regular use produces strong psychological dependence and increasing tolerance to the drug.
- High doses may cause toxic psychosis resembling schizophrenia.
- Intoxication may induce a heart attack or stroke due to spiking of blood pressure.
- Chronic use may cause heart and brain damage due to severe constriction of capillary blood vessels.
- The euphoric stimulation increases impulsive and risk-taking behaviors, including bizarre and violent acts.
- Withdrawal from the drug may result in severe physical and mental depression.

### Workplace Issues

- Since amphetamines alleviate the sensation of fatigue, they may be abused to increase alertness because of unusual overtime demands or failure to get rest.
- Low-dose amphetamine use will cause a short-term improvement in mental and physical functioning. With greater use or increasing fatigue, the effect reverses and has an impairing effect. Hangover effect is characterized by physical fatigue and depression, which may make operation of equipment or vehicles dangerous.

## COCAINE FACT SHEET

Cocaine is used medically as a local anesthetic. It is abused as a powerful physical and mental stimulant. The entire central nervous system is energized. Muscles are more tense, the heart beats faster and stronger, and the body burns more energy. The brain experiences an exhilaration caused by a large release of neurohormones associated with mood elevation.

### Description

- The source of cocaine is the coca bush, grown almost exclusively in the mountainous regions of northern South America.
- Cocaine Hydrochloride--"snorting coke" is a white to creamy granular or lumpy powder before use. It is snorted into the nose, rubbed on the gums or injected in veins. The effect is felt within minutes and lasts forty (40) to fifty (50) minutes per "line" (about 60 to 90 milligrams). Common paraphernalia include a single-edged razor blade and a small mirror or piece of smooth metal, a half straw or metal tube, and a small screw cap vial or folded paper packet containing the cocaine.
- Cocaine Base--a small crystalline rock about the size of a small pebble. It boils at a low temperature, is not soluble in water and is up to 90% pure. It is heated in a glass pipe and the vapor is inhaled. The effect is felt within seven (7) seconds. Common paraphernalia includes a "crack pipe" (a small glass smoking device for vaporizing the crack crystal) and a lighter, alcohol lamp or small butane torch for heating.
- Trade/street names include Coke, Rock, Crack, Free Base, Flake, Snow, Smoke and Blow.

### Sign and Symptoms of Use

- Financial problems
- Frequent and extended absences from meetings or work assignment
- Increased physical activity and fatigue
- Isolation and withdrawal from friends and normal activities
- Secretive behaviors, frequent non-business visitors, delivered packages, phone calls
- Unusual defensiveness, anxiety, agitation
- Wide mood swings
- Runny or irritated nose
- Difficulty in concentration
- Dilated pupils and visual impairment
- Restlessness
- Formication (sensation of bugs crawling on skin)
- High blood pressure, heart palpitations and irregular rhythm
- Hallucinations
- Hyperexcitability and overreaction to stimulus
- Insomnia
- Paranoia and hallucinations
- Profuse sweating and dry mouth
- Talkativeness

**Health Effects**

- Research suggests that regular cocaine use may upset the chemical balance of the brain. As a result, it may speed up the aging process by causing irreparable damage to critical nerve cells. The onset of nervous system illnesses such as Parkinson's disease could also occur.
- Cocaine use causes the heart to beat faster and harder and rapidly increases blood pressure. In addition, cocaine causes spasms of blood vessels in the brain and heart. Both effects lead to ruptured vessels causing strokes or heart attacks.
- Strong psychological dependency can occur with one (1) "hit" of crack. Usually, mental dependency occurs within days (crack) or within several months (snorting coke). Cocaine causes the strongest mental dependency of any known drug.
- Treatment success rates are lower than for other chemical dependencies.
- Cocaine is extremely dangerous when taken with depressant drugs. Death due to overdose is rapid.

**Workplace Issues**

- Extreme mood and energy swings create instability. Sudden noises can cause a violent reaction.
- Lapses in attention and ignoring warning signals greatly increase the potential for accidents.
- The high cost of cocaine frequently leads to workplace theft and/or dealing.
- A developing paranoia and withdrawal create unpredictable and sometimes violent behavior.
- Work performance is characterized by forgetfulness, absenteeism, tardiness and missed assignments.

## CANNABINOIDS (MARIJUANA) FACT SHEET

Marijuana is one of the most misunderstood and underestimated drugs of abuse. People use marijuana for the mildly tranquilizing and mood- and perception-altering effect it produces.

### Description

- Usually sold in plastic sandwich bags, leaf marijuana will range in color from green to light tan. The leaves are usually dry and broken into small pieces. The seeds are oval with one slightly pointed end. Less prevalent is hashish, a compressed, sometimes tar-like substance ranging in color from pale yellow to black. It is usually sold in small chunks that are wrapped in aluminum foil. It may also be sold in an oily liquid.
- Marijuana has a distinctly pungent aroma resembling a combination of sweet alfalfa and incense.
- Cigarette papers, roach clip holders, and small pipes made of bone, brass, or glass are commonly found. Smoking "bongs" (large bore pipes for inhaling large volumes of smoke) can easily be made from soft drink cans and toilet paper rolls.
- Trade/street names include Marinol, THC, Pot, Grass, Joint, Reefer, Acapulco Gold, Sinsemilla, Thai Sticks, Hash and Hash Oil.

### Signs and Symptoms of Use

- Reddened eyes (often masked by eyedrops)
- Slowed speech
- Distinctive odor on clothing
- Lackadaisical "I don't care" attitude
- Chronic fatigue and lack of motivation
- Irritating cough, chronic sore throat

### Health Effects

#### General

- When marijuana is smoked, it is irritating to the lungs. Chronic smoking causes emphysema-like conditions.
- One joint causes the heart to race and be overworked. People with undiagnosed heart conditions are at risk.
- Marijuana is commonly contaminated with the fungus *Aspergillus*, which can cause serious respiratory tract and sinus infections.
- Marijuana smoking lowers the body's immune system response, making users more susceptible to infection. The United States government is actively researching a possible connection between marijuana smoking and activation of AIDS in positive human immunodeficiency virus (HIV) carriers.

#### Pregnancy Problems and Birth Defects

- The active chemical, tetrahydrocannabinol (THC), and sixty (60) other related chemicals in marijuana concentrate in the ovaries and testes.
- Chronic smoking of marijuana in males causes a decrease in the sex hormone, testosterone, and an increase in estrogen, the female sex hormone. The result is a decrease in sperm count, which can lead to temporary sterility. Occasionally, the onset of female sex characteristics, including breast development, occurs in heavy users.
- Chronic smoking of marijuana in females causes a decrease in fertility and an increase in testosterone.

- Pregnant women who are chronic marijuana smokers have a higher than normal incidence of stillborn births, early termination of pregnancy and higher infant mortality rate during the first few days of life.
- In test animals, THC causes birth defects, including malformations of the brain, spinal cord, forelimbs and liver, and water on the brain and spine.
- Offspring of test animals who were exposed to marijuana have fewer chromosomes than normal, causing gross birth defects or death of the fetus. Pediatricians and surgeons are concluding that the use of marijuana by either or both parents, especially during pregnancy, leads to specific birth defects of the infant's feet and hands.
- One of the most common effects of prenatal cannabinoid exposure is underweight newborn babies.
- Fetal exposure may decrease visual functioning and causes other ophthalmic problems.

### **Mental Function**

Regular use can cause the following effects:

- Delayed decision-making
- Diminished concentration
- Impaired short-term memory, interfering with learning
- Impaired signal detection (ability to detect a brief flash of light), a risk for users who are operating machinery
- Impaired tracking (the ability to follow a moving object with the eyes) and visual distance measurements
- Erratic cognitive function
- Distortions in time estimation
- Long-term negative effects on mental function known as "acute brain syndrome," which is characterized by disorders in memory cognitive function, sleep patterns and physical condition.

### **Acute Effects**

- Aggressive urges
- Anxiety
- Confusion
- Fearfulness
- Hallucinations
- Heavy sedation
- Immobility
- Mental dependency
- Panic
- Paranoid reaction
- Unpleasant distortions in body image

### **Workplace Issues**

- The active chemical, THC, stores in body fat and slowly releases over time. Marijuana smoking has a long-term effect on performance.
- A 500% to 800% increase in THC concentration in the past several years makes smoking three (3) to five (5) joints a week today equivalent to fifteen (15) to forty (40) joints a week in 1978.
- Combining alcohol or other depressant drugs and marijuana can produce a multiplied effect, increasing the impairing effect of both the depressant and marijuana.

## OPIATES (NARCOTICS) FACT SHEET

Opiates (also called narcotics) are drugs that alleviate pain, depress body functions and reactions and, when taken in large doses, cause a strong euphoric feeling.

### Description

- Natural and natural derivatives--opium, morphine, codeine and heroin
- Synthetics--meperidine (Demerol), oxymorphone (Numorphan) and oxycodone (Percodan)
- May be taken in pill form, smoked or injected, depending upon the type of narcotic used.
- Trade/street names include Smack, Horse, Emma, Big D, Dollies, Juice, Syrup and China White.

### Signs and Symptoms of Use

- Mood changes
- Impaired mental functioning and alertness
- Constricted pupils
- Depression and apathy
- Impaired coordination
- Physical fatigue and drowsiness
- Nausea, vomiting and constipation
- Impaired respiration

### Health Effects

- IV needle users have a high risk for contracting hepatitis and AIDS due to the sharing of needles.
- Narcotics increase pain tolerance. As a result, people could more severely injure themselves or fail to seek medical attention after an accident due to the lack of pain sensitivity.
- Narcotics' effects are multiplied when used in combination with other depressant drugs and alcohol, causing increased risk for an overdose.

### Social Issues

- There are over 500,000 heroin addicts in the United States, most of whom are IV needle users.
- An even greater number of medicinal narcotic-dependent persons obtain their narcotics through prescriptions.
- Because of tolerance, there is an ever-increasing need for more narcotic to produce the same effect.
- Strong mental and physical dependency occurs.
- The combination of tolerance and dependency creates an increasing financial burden for the user. Costs for heroin can reach hundreds of dollars a day.

### Workplace Issues

- Unwanted side effects such as nausea, vomiting, dizziness, mental clouding and drowsiness place the legitimate user and abuser at higher risk for an accident.
- Narcotics have a legitimate medical use in alleviating pain. Workplace use may cause impairment of physical and mental functions.

## PHENCYCLIDINE (PCP) FACT SHEET

Phencyclidine (PCP) was originally developed as an anesthetic, but the adverse side effects prevented its use except as a large animal tranquilizer. Phencyclidine acts as both a depressant and a hallucinogen, and sometimes as a stimulant. It is abused primarily for its variety of mood-altering effects. Low doses produce sedation and euphoric mood changes. The mood can change rapidly from sedation to excitation and agitation. Larger doses may produce a coma-like condition with muscle rigidity and a blank stare with the eyelids half closed. Sudden noises or physical shocks may cause a "freak out" in which the person has abnormal strength, extremely violent behavior and an inability to speak or comprehend communication.

### Description

- PCP is sold as a creamy, granular powder and is often packaged in one-inch square aluminum foil or folded paper "packets."
- It may be mixed with marijuana or tobacco and smoked. It is sometimes combined with procaine, a local anesthetic, and sold as imitation cocaine.
- Trade/street names include Angel Dust, Dust and Hog.

### Signs and Symptoms of Use


- Impaired coordination
- Severe confusion and agitation
- Extreme mood shifts
- Muscle rigidity
- Nystagmus (jerky eye movements)
- Dilated pupils
- Profuse sweating
- Rapid heartbeat
- Dizziness

### Health Effects

- The potential for accidents and overdose emergencies is high due to the extreme mental effects combined with the anesthetic effect on the body.
- PCP is potentiated by other depressant drugs, including alcohol, increasing the likelihood of an overdose reaction.
- Misdiagnosing the hallucinations as LSD induced, and then treating with thiorazine, can cause a fatal reaction.
- Use can cause irreversible memory loss, personality changes and thought disorders.
- There are four phases to PCP abuse. The first phase is acute toxicity. It can last up to three (3) days and can include combativeness, catatonia, convulsions and coma. Distortions of size, shape and distance perception are common. The second phase, which does not always follow the first, is a toxic psychosis. Users may experience visual and auditory delusions, paranoia and agitation. The third phase is a drug-induced schizophrenia that may last a month or longer. The fourth phase is PCP-induced depression. Suicidal tendencies and mental dysfunction can last for months.

### Workplace Issues

- PCP abuse is less common today than in recent years. It is also not generally used in a workplace setting because of the severe disorientation that occurs.

 <b>Program and Service Accessibility for Persons With Disabilities</b>	<b>Administrative Policy Manual</b> <b>Chapter 1 – General Management</b> <i>Article 11</i>
	<b>Attachments:</b> <ul style="list-style-type: none"> <li>• <i>ADA Complaint Brochure (TBD)</i></li> </ul>
<b>Effective Date:</b> 9/12/12	<b>Responsible Department:</b> OCM
<b>Prior Version &amp; Notes:</b> Prior Version: May 12, 2005, Previously was titled, “Program and Service Accessibility” (June 1989)	

## Section 1. Policy Statement

**Policy.** It is the policy of the City to comply with all applicable laws prohibiting discrimination against individuals with disabilities, including, but not limited to, Title II of the Americans with Disabilities Act of 1990 (“ADA”) and Section 504 of the Rehabilitation Act of 1973.

**Purpose.** The purpose of this policy is to ensure that no qualified individual with a disability is excluded from participating in, or denied the benefits of, the programs, services, and activities of the City of Sunnyvale.

This policy does not apply to employment-related complaints of discrimination, or requests for reasonable accommodation in employment which are governed by Chapter III of the Administrative Policy Manual (Personnel Policies).

**Applicability.** The Assistant City Manager is designated as the lead staff member responsible for coordinating efforts to ensure compliance with this policy. The ADA Coordinator in the Office of the City Manager serves as the central point of contact for members of the public; included in that role is responsibility for publishing a brochure identifying how to file ADA complaints. Each City department is responsible for displaying the brochure as appropriate, tracking relevant legislation, and complying with ADA standards as appropriate to department services.

### **Definitions.**

**Disability** – “Disability” means any of the following: (1) a physical or mental disorder or condition that limits a major life activity; (2) having a record or history of such disorder or condition; or (3) being regarded as having, or having had, such disorder or condition. “Disability” does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

**Qualified Individual with a Disability** -- With respect to City services, “qualified individual with a disability” means an individual who meets the essential eligibility requirements for receipt of such services.

**Section 2. General Procedure and Guidelines****Subd.1. Program Accessibility**

- A.** No qualified individual with a disability shall be excluded from participating in, or denied the benefit of, the programs, services, and activities of the City of Sunnyvale.
- B.** All programs and activities, when viewed in their entirety, shall be accessible to the disabled, and shall be administered in the most integrated setting appropriate to the needs of qualified individuals. The phrase “in their entirety” recognizes that public entities may not be able to make every single aspect of every program and service accessible. Therefore, the big picture should be considered. For example, while not every stall in every restroom needs to be wheelchair-accessible, the facility must have some restrooms with wheelchair-accessible stalls. The Library does not need to have a Braille copy of every book, but should have Braille copies of some books, etc.
- C.** At the request of a qualified individual with a disability, and in consultation with such individual, the City shall provide alternative program or service delivery, modify policies, practices, or procedures, and/or provide appropriate auxiliary aids, where necessary to allow the individual with a disability to receive the benefits of, participate in, and not be subject to discrimination under, a given program or activity.
- D.** The City shall not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the costs of measures, such as the provision of auxiliary aids or program accessibility.
- E.** The City shall maintain in operable working condition those features of facilities and equipment that are required to be readily accessible to and usable by persons with disabilities.
- F.** The City shall not impose or apply eligibility criteria that screen out or tend to screen out an individual with a disability or any class of individuals with disabilities from fully and equally enjoying any service, program, or activity, unless such criteria can be shown to be necessary for the provision of the service, program, or activity being offered.
- G.** The City is not required to take any action that would result in a fundamental alteration in the nature of a service, program, or activity, or an undue financial or administrative burden. Furthermore, the City is not required to provide individuals with disabilities personal devices such as wheelchairs; individually prescribed devices, such as prescription eyeglasses or hearing aids; readers for personal use or study; or services of a personal nature including assistance in eating, toileting, or dressing.

**Subd.2. Complaint Procedure**

- A.** Complaints alleging discrimination on the basis of disability shall be made in writing to the ADA Coordinator, or referred to the ADA Coordinator if received by other persons in the City. The complaint should be made soon after the action complained of, and, if possible, no later than ten (10) working days from the time the complainant became aware of or should have been aware of the alleged discrimination. The Complaint should include the complainant's name, address, and telephone number, and should describe the discriminatory action or occurrence in sufficient detail to inform the City of the nature, date, location of the violation, and the name or position of any City employee involved. If the complainant is unable to file a written complaint, he/she should contact the ADA Coordinator who will discuss what alternative arrangements can be made to submit the complaint. If the complainant has difficulty communicating either verbally or in writing, the ADA Coordinator will take appropriate steps throughout the complaint process to ensure that the City is able to effectively communicate with the complainant. A record of all City actions taken on the complaint will be maintained by the ADA Coordinator and the Department staff handling the complaint.
- B.** The ADA Coordinator will forward the complaint to the Department Director responsible for the program or service in which the discrimination allegedly occurred, and provide the Director with an opportunity to investigate and respond to the complaint. A copy will also be forwarded to the Assistant City Manager and to the City Attorney. The Director must respond to the Assistant City Manager, with a copy to the ADA Coordinator, within fifteen (15) working days after such contact. The Director's response must include a summary of the facts of the situation, or of the actions that occurred.
- C.** The Assistant City Manager shall review the complaint and the response from the Department Director, and, in consultation with the ADA Coordinator and the City Attorney, shall determine what action, if any, should be taken in response to the complaint. An appropriate response may include, but is not limited to, providing a requested accommodation; providing an alternative accommodation; providing additional training to employees; or referring the complainant to another agency with jurisdiction over the matter. In the event that the Assistant City Manager, in consultation with the ADA Coordinator and the City Attorney, determines that no action by the City is required, the basis for the decision will be explained in the response. The Assistant City Manager's response to the complaint will be sent to the complainant within twenty five (25) workdays of receipt of the original complaint.
- D.** If the complainant is not satisfied with the response of the Assistant City Manager, within ten days the complainant may file a written appeal with the City Manager stating why the decision is incorrect. If the complainant is unable to file a written appeal, he/she should contact the ADA Coordinator to discuss what alternative arrangements can be made to submit the appeal. The City Manager

shall review the matter and send a written decision to the complainant within a reasonable period of time, not to exceed thirty (30) workdays from the date of receipt.

- E.** All complaints received by the City and responses to those complaints pursuant to this Article shall be kept by the City of Sunnyvale for a period of not less than three (3) years.
- F.** The right to a prompt and equitable resolution of a complaint must not be impaired by the complainant's pursuit of other remedies, such as the filing of a complaint with the Department of Justice. Furthermore, this procedure does not preclude, nor must it precede, the filing of a complaint with the appropriate federal agency. Complaints filed with federal agencies must be filed in accord with their timelines and procedures.
- G.** If any complainant fails to report or file a complaint regarding alleged discrimination in violation of this Article within the time limits specified herein, fails to seek the administrative remedies provided in this section in the order and within the time limits specified herein, the complainant shall be deemed to have waived and failed to have exhausted his or her administrative remedies hereunder; provided, however, that the Assistant City Manager and City Manager may extend time limits for good cause at their discretion.

**City of Sunnyvale**  
**Department of Community Services—Recreation Division**  
**Evaluation Form for Casual/Temporary Evaluation Form**  
 Evaluation Period: From: \_\_\_\_\_ To: \_\_\_\_\_

Employee Name:	Section:
Classification:	Description of Assignment:
Location:	Date Evaluation is Due:

**Supervisor must review the preliminary evaluation prior to discussion with the employee.**

Supervisor's approval of preliminary evaluation:	(Initials)	Date:
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<b>Overall Achievement:</b>	<input type="checkbox"/> Exceeds Expectations	<input type="checkbox"/> Competent	<input type="checkbox"/> Needs Improvement
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<b>4 = Exceeds Expectations</b>	<b>3 = Competent</b>	<b>2 = Needs Improvement</b>	<b>1 = Not Applicable</b>
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<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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**CUSTOMER SERVICE**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Positive attitude towards job; demonstrates enthusiasm and energy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Courteous and helpful to participants, public, and other employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Listens and takes appropriate action on problems presented by the public and staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conducts self in a manner that brings credit to the City and City services
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:

**BUSINESS AND PROFESSIONAL BEHAVIOR**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reports to work on time, ready to work
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Displays a positive public image (professional appearance and behavior)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Turns in reports and time cards accurately and on schedule
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Follows prescribed check-in/check-out procedures
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Arranges in advance, for all needed supplies and equipment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Self-motivated, resourceful, works at appropriate independence level
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Prepares, presents, and follows through on assignments accurately and on time
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Attends and participates in staff meetings and trainings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Follows directions of supervisor, demonstrating flexibility with duties
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communicates effectively with supervisor regarding developments, issues, suggestions, and concerns
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assumes responsibility for program success and willingness to help
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Works cooperatively as a team member
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communicates with and uses volunteers in meaningful tasks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adheres to all City policies and procedures
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:

SAFETY				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Secures and reports unsafe conditions immediately
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Maintains assigned facility or area, in a neat and safe condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Uses equipment, materials, and facilities safely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Uses common sense and emphasizes safety of participants and staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reviews and understands what to do in an emergency
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Follows and enforces safety rules, regulations, and policies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Informs supervisor if equipment or facility has become unsafe
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:
CLASS/ACTIVITY RESPONSIBILITIES				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Starts and ends assigned activities as scheduled
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Knowledgeable of materials, and skilled at leading, presenting, or teaching effectively and adjusting to the various skill levels of participants/students
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plans an appropriate number and type of activities, keeping on track of activity/course outlines
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exhibits flexibility in planning and executing programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provides interactive learning activities that are fun, educational and/or creative as appropriate
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adapts program/activities to meet needs and interest of participants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Willing to identify and try new program ideas
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enthusiastic and positive when providing feedback to participants/students
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demonstrates patience and flexibility when correcting behavior or performance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Interacts well and maintains control of participants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Maintains accurate rosters
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Responsible with class materials and cleanliness of space
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:
MISCELLANEOUS				

Additional comments attached on a separate sheet?  Yes  No

I would recommend this employee for re-hire:  Yes  No (If no, explain why)

Evaluator's Name:	
Evaluator's Signature:	Date:
Employee's Signature:	Date:
(Signature implies this evaluation has been reviewed with the employee and the employee has had an opportunity for input and discussion)	
Coordinator's Name if Different from Evaluator:	
Coordinator's Signature:	Date:
Recreation Supervisor's Name:	
Recreation Supervisor Signature:	Date:

