CITY OF BLUE ASH TEAM
MISSION STATEMENT
To provide superior services, facilities, & activities for all citizens utilizing key guiding principles of integrity, compassion, innovation, professionalism, & commitment.

VISION STATEMENT
We will continuously improve the quality of community life for all residential & business citizens to ensure Blue Ash is always the “City of Choice” through an enlightened, efficient, & dynamic unified municipal government.

RECREATION DEPARTMENT TEAM
MISSION STATEMENT
To unify members of the Blue Ash community by providing valuable recreational and health wellness at an affordable price because we believe that a better quality of life comes from healthy community.

VISION STATEMENTS
- To provide quality customer service by maintaining a unified and well-informed staff.
- To provide safe and well-maintained facilities that meet the continuing needs of the community and to address future needs for renovations and expansions.
- To provide a variety of quality programs and services for our diverse group of patrons.

RECREATION DEPARTMENT CULTURE
COOPERATIVE
We all help each other and take the initiative to get the job done.
“How can I help” instead of “that’s not my job”

EXCELLENCE
Don’t settle for mediocrity and pull your weight.
Be PROUD to be here.

SERVICE
Don’t consider this a job… it is our MISSION to serve the public.

FUN
When we work together, we strive for excellence while we serve our patrons and have FUN doing it!
CUSTOMER SERVICE

- You are part of a team. TEAM- Together Everyone Achieves More.

- Take pride in your work and in the service you provide.

- Be responsible and make sure that the contact between you and the patron is a positive experience.

- Be friendly and outgoing.

- Be sincere- show a genuine interest in helping patrons accomplish their goal.

- Show off the skills of your job. Know how to do your job and do it well.

- Use common sense and good judgment.

- Be open to new ideas and strategies. Look for ways in which you can improve the way patrons are treated.

- Recognize that you are the most important part of our public relations team.

- Respect your supervisor, department and co-workers.

- Be attentive to the patrons. Your posture and dress attire are important items in making a good first impression.
• Be consistent with your telephone responses. When answering the phone always respond in the following manner: “Good Afternoon, Blue Ash Recreation Center, this is__________, how may I help you?”

• Know the required information on registration, membership policies, and event schedules. Be able to answer any question(s) a patron might have concerning our operation, or if you are not sure how to answer their question, seek out an answer from the brochure or other staff members.

WORK SCHEDULE
Your supervisor will provide you with your work schedule, and these schedules are to be followed exclusively. In most cases your supervisor will request an availability schedule from each of you and try to accommodate your needs. Any changes in schedule must be approved through your supervisor. It is your responsibility to find a replacement if you cannot work your shift.

• Your direct supervisor must approve any shift changes.

• Your work schedule needs to be flexible. We may have to cut hours of part time employees or ask you to stay later, according to the circumstances of the day.

• Payday is on every other Friday. Sandtrap employees can pick up their checks at the pro shop at the golf course. Recreation employees can pick up their checks or their paycheck stubs (direct deposit) at the recreation office.

• When your shift is over, you are expected to leave the premises unless you stay to use the facility. Please use proper behavior if you plan to stay and use the facility. Employee uniform should not be worn if employee is off the clock.

• Do not loiter at the Control Desk, in the Office, or at the Concession Stand. The general public cannot differentiate between employees who are on or off duty.

• Public displays of affection among staff members and their friends are prohibited. Leave your personal relations at home; they do not belong in the workplace.

ATTENDANCE
The tardiness policy is: The first unexcused violation will result in a verbal warning. The second violation will be a written warning. The third violation will result in termination or suspension. BE ON TIME!!

• Tardiness will not be tolerated! It is your responsibility to be on time and ready to work. If you must be late, it is your responsibility to notify your supervisor of your lateness.

• Unexcused absences will not be tolerated! When you accepted your position with the Blue Ash Parks and Recreation Department you entered into a contract to perform. It is your responsibility to know your work schedules, and there is no excuse for missing a scheduled shift.
The absence policy is: The first unexcused absence will result in a written warning. The second unexcused absence will result in immediate termination. In effect, if you don't show up for work, YOU FIRE YOURSELF!

**TIP POLICY**
As per the Ohio Ethics Law, Revised Code, Chapter 102, no person elected or appointed to an office of or employed by the City of Blue Ash shall receive or agree to receive directly or indirectly compensation, other than from the City of Blue Ash, for any service rendered by him personally.

**CELL PHONE USAGE**
Cell phone usage is described as any use of the phone including talking, text messaging, taking pictures, etc.

- Cell phone usage should be limited to breaks and never used in view of patrons.
- Cell phones may be kept near the work area or on your person, but must be in silence or vibrating mode and answered only in emergency situations.

**USE OF CITY EQUIPMENT**
Use of city equipment for personal use is strictly prohibited. This includes city vehicles, copiers, printers, postage meter, etc.

**VACATION/TIME OFF POLICY**
Any time-off must be covered by a substitute. It is your responsibility to find proper substitutes. You will be provided with a phone list of available workers. If there are days that could not be covered, you must notify your supervisor *BEFORE* you leave. Your shifts are your responsibility!

- Any employee who does not responsibly cover their scheduled shifts will lose those shifts and/or will receive disciplinary action.

**BREAK POLICY**
You are entitled to (1) 30 minute break or (2) 15 minute breaks if you work more than five consecutive hours. Your break time needs to be approved by your supervisor on duty at the beginning of your shift. In doing this, it will keep two or more employees from taking a break at the same time. Due to the nature of our programming, the camp staff utilizes a rotation break schedule. This assures all campers are cared for by a responsible staff member at all times.

**EMPLOYEE DISCIPLINARY ACTION**
There is an employee disciplinary report used in situations where an employee has failed to follow facility policy. These reports are to be filled out by supervisory staff only and will be placed in the employee's personnel file. This documentation will be used in determining salary increases, termination, and rehires. The employee will be notified if disciplinary action is being taken and will be offered a copy of the report.

**PATRON DISCIPLINARY ACTION**
The patrons of the Blue Ash Recreation Center, Parks and Golf Course are expected to comply with
facility rules and regulations. If an incident occurs involving the misconduct of a patron, an incident report should be completed stating the circumstances of the incident. The patron in question should be notified that disciplinary action is being reported and that it could result in suspension from the facility. REMEMBER TO USE GOOD CUSTOMER SERVICE WHEN DEALING WITH CONFLICT SITUATIONS! These reports will be placed in the user's file for future reference.

- It is the responsibility of the staff to enforce the policies, and if a patron is maliciously breaking those polices you may ask the individual to leave the facility. Suspensions are at the discretion of your supervisor; part-time staff does not have the authority to issue suspensions, but they should give a penalty suggestion in conjunction with the incident report.

TIME CLOCK PROCEDURES

Recreation Center & Sandtrap: All recreation employees may clock in and out at a time clock keypad. These will be located at the Pool Guard Shack and in the Recreation Office. The Sandtrap time clock is located next to the Pro Shop.

- Each employee should clock in immediately upon arriving for work and clock out immediately at the conclusion of his or her shift. Do not clock in more than seven minutes in advance of your scheduled starting time unless it is obvious that we need your immediate assistance.
- If you fail to clock in or out for a shift, you must complete a "missed punched form" before your next scheduled shift. Check with your supervisor for the location of the forms. This form should be forwarded to you supervisor.

EMERGENCY PROCEDURES

The City of Blue Ash has a 911 service in case of emergencies. The 911 procedures for your location are posted in each area by the telephone. Each person should review this policy. USE YOUR BEST JUDGMENT in reacting to emergency situations! If you have any doubt, use 911 or press the outgoing button then 911. When using 911 always give the specific address of your location.

- An AED (automated external defibrillator) is located behind the control desk. Only certified individuals are to operate the AED.
- The employee must fill out an accident report (“Major Report” if 911 is called) at the time of the accident. This report should include all pertinent information relating to the incident and specific circumstances surrounding the incident. Copies of this report must be forwarded to the supervisor on duty.
- In case of fire alarms or severe weather warnings, it is the responsibility of the staff to secure the facility and evacuate the patrons. There is an Emergency Action Procedures, or EAP, set in place for all kinds of emergency situations. The EAP can be found at the control desk. Please take the time to review this to see what your responsibilities are in case of an emergency.

CITY EMPLOYEE INJURY

If you are an employee of the Blue Ash Parks and Recreation Department and you have been injured on the job, you must fill out an injury investigation report. These reports are on file at your work location. The completed form must be turned in to your supervisor as soon as possible.
UNIFORMS

- Uniformed employees present a positive, professional public image.

- Uniform Compliance Policy: Employees are required to wear a staff T-shirt, sweatshirt, and etc. with the appropriate slacks, jeans, or shorts and closed toed shoes with socks.

- Employees are required to report to work in full uniform each day. Employees who report without required uniform will be sent home to get his/her uniform. This incident will be viewed as unexcused tardiness.

- Uniforms shall be kept in good condition. It is the employee’s responsibility to launder items as necessary so that he/she can report with a clean uniform.

- Uniforms are the property of the City of Blue Ash. They must be returned to the supervisor before you receive your final paycheck. Any shortages will be at the employee’s expense.

- Uniform items are not to be worn outside of the job (beyond normal commute) as follows: as casual attire, buying or consuming alcohol, using the facility when your shift is over.

- When an employee is in uniform he or she is a highly visible representative of the City, the Parks and Recreation Department, and the Division of which he or she is employed. All activity of an employee while in uniform should be in the best interest of the Parks & Recreation Department whether it be performing guard duty, cleaning restrooms, mowing, serving customers at the control desk or even while off the clock.

- Tennis employees will be instructed by the Tennis Professional as to what uniform is required.

- Employees in the food service division must wear a hat or visor as part of their uniform when preparing food.

Chain of Command

Every employee has a supervisor. Know who your supervisor is so that communication between you and your supervisor is clear, and work duties can be communicated to you from your direct supervisor.

- If you have a problem, your first step is to address it with your immediate supervisor.

- If you are not satisfied with the results, you may go to his or her supervisor, and so on, until the problem is solved.

- As long as the chain of command practice is followed, every supervisor’s door is open.
- This policy does not only include complaints, but it can also be used for ideas, suggestions, and/or changes, which you think, may help the operation run more smoothly.

MINOR LABOR LAW

A copy of the minor labor laws is posted in the Recreation Center Break Kitchen. It is your responsibility as well as ours to make sure these guidelines are being met. If you have any questions concerning these laws please speak to your supervisor.
VEHICLES
City vehicles are available for City chores and errands. Before driving one, there are a few requirements and responsibilities you must know and learn:

- Employees under 18 years of age are prohibited from driving city vehicles on public roads or highways.

- You must have a valid Ohio driver’s license with a good traffic record. You must also have the permission of your supervisor to drive a City vehicle.

- You must obey speed limits, stop signals and all other traffic laws. Just because you are in a City vehicle does not preclude you from receiving a traffic ticket; you are responsible for any violations incurred while driving the City vehicle. Ohio law requires you to wear your seat belt. The City Manager has also issued a formal directive to wear your seat belt—do so for your safety and that of the other driver.

- While you are driving a City vehicle, its operation is also your responsibility. Learn how to operate and record gas and oil usage. Make sure all lights and signals are functional. Report any repairs or damage done to the vehicle while you are using it. Make sure the vehicle is clean of trash and equipment at the end of your usage. No one should ride outside the cab if a truck is used. Vehicles and equipment should be secured (locked) if left alone.

- If you are involved in any type of accident, whether there is damage or not, you MUST call the Blue Ash Police to the scene, no matter what jurisdiction you are in. If you are outside the Blue Ash jurisdiction, you must also call the police in that jurisdiction. You must obtain a police report from all police involved.

- You cannot use a City vehicle for personal use but you can use a personal car for City use. In using your personal car, you are also responsible for any traffic violations received and liable for any damage incurred in the use of your car. You must have permission from your supervisor to use your vehicle for City purposes, but have the right to decline its usage if you choose. The City will reimburse you for mileage. Under no circumstances can you fill your car with City gas.

- Remember, City vehicles have a special City license plate that most drivers are aware of and can report any violations of its use to the City.

EMPLOYEE RATES FOR USE OF RECREATION FACILITIES
The following policy covering usage of Recreation facilities and programs is directed to and intended for City of Blue Ash employees. The City Manager or his/her designee shall closely monitor this policy to ensure proper use. For purposes of the fees and policies established within this resolution, “full-time” employees are those who work more than 1500 hours per pay year.

Food and Drink Policy
All full-time and part–time employees on the current payroll at the time the privilege is used and directly involved with the “hands on” operation of concessions/restaurant shall be permitted reasonable food and drink at no charge. This policy shall only be in effect when the employee is working or performing a service for the City and must not be extended to included family friends or other City personnel.
All full-time and part-time personnel on the current payroll at the time the privilege is used shall receive a 30% discount on food items. This discount shall only be in effect when the employee is working or performing a service for the City and does not extend to include family, friends or anyone else who may be accompanying an employee.

**Beer Policy**
The purchase of beer at the golf course by City employees is at full retail price. There are no price discounts on beer products for employees. Employees may not purchase beer while on the clock, at any meal if they are going to return to work, while wearing a City uniform, or while wearing any clothing with the City logo or “City of Blue Ash” wording. Any employee violating this policy is subject to disciplinary action (Ref: Sec. 135.10(p) of the Blue Ash Code of Ordinances).

**Recreation Center Memberships**
All full-time and part-time employees on the current payroll at the time application is made shall be provided an individual membership at no charge. A family membership may be obtained at the established full family resident rate as described below. A spouse single membership may be obtained at the established single resident rate as described below.

**Fitness Center**
All full-time and part-time employees on the current payroll at the time application is made shall be provided an individual membership at no charge. Family fitness and single spouse fees may be obtained at the established full family or single member resident rate as described below.

**Blue Ash Employee Rates for Basic membership:**

<table>
<thead>
<tr>
<th>Membership Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>No Charge</td>
</tr>
<tr>
<td>Employee + 1</td>
<td>$50.00</td>
</tr>
<tr>
<td>Employee + Family</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

**Facility Rentals**
Facility rental policy for City employees are as follows: Meeting rooms, the gyms, shelters, amphitheatre, recreation ball field, and picnic kits, shall be used at no charge during building hours and a $20.00 fee after building hours, but the current deposit rate must be paid in full prior to use.

**Racquetball and Climbing Wall**
Employee discounts for use of racquetball facilities are as follows (with the specific condition that discounts shall not apply to peak usage times as specified by Park & Recreation Director):

- **Full time Recreation Division (i.e. employed at the Recreation Center) Employees:**
  - Climbing Wall: No Charge
  - Court fees: No Charge
- **All other Full-Time City of Blue Ash Employees:**
  - Climbing Wall: No Charge
  - Court Fees: 50% ($1.00)
- **Part-time Recreation Division (i.e. employed at the Recreation Center) Employees:**
  - Climbing Wall: 50% ($2.50)
  - Court fees: 50% ($1.00)
- **All other part-time City of Blue Ash Employees:**
  - Climbing Wall: No discount available
  - Court fees: No discount available
**Tot Room**

Employee discounts for use of the Tot Room facilities are as follows:

- All Full-time & Part-time city employees: 50%
  
  (Final cost for 20-hour punch pass - $15)

Tot Room daily fees are 50% off the normal daily fees.

**Golf**

All full- time or part-time employees on the current payroll at the time reservation is made who supervise or report to the Golf Professional or the Golf/Grounds Superintendent shall be provided golf privileges and the use of a motorized cart at no charge. Exception: any part-time employee, unable to work more than 15 hours per week will be provided a non-transferable golfing card good for sixty nine-hole rounds of golf. Any additional rounds will be paid for the by the employee and the use of a motorized cart will remain at no charge. Reservations shall be made with the Golf Professional for “off peak” hours and such that employee usage does not preclude public interest. This policy must not be extended to include family, friend, or other City personnel. However, when the Golf/ Grounds Superintendent or Golf Professional hosts other such professionals, a similar privilege will be extended, as this would be considered a work related activity benefiting the City.

In addition to the above, all full-time employees who work at the Golf Course, as defined by the Parks and Recreation Director shall receive three (3) golf guest passes per year to be used at their discretion. Guest must be accompanied by the full-time employee for the pass to be utilized.

All other full-time or part-time personnel on the current payroll at the time the reservation is made shall receive a 50% discount on both greens fees and motorized cart rental. This discount does not extend to other golfers accompanying the employee.

**MERIT PAY INCREASES FOR PART-TIME EMPLOYEES**

Merit pay increase can be awarded in the following fashion:

1. A new part-time employee hired at Step A may receive a merit pay increase to Step B after three to six months’ employment with the City. (NOTE: In the past, individuals were not eligible for an increase to Step B until after six to twelve months of employment with the City.)

2. Any additional merit pay increase may be granted annually thereafter until the employee reaches the top step of the pay grade.

The change in the time frame from Step A to Step B is being implemented to offer part-time employees with a good work record a greater incentive to continue their employment with the City from season to season.

Please keep in mind that merit pay increases are not automatic—they are earned by good performance. The procedures outlined above are minimum time frames for pay increases. An increase may be delayed if the supervisor feels that it has not yet been earned. The reasons for recommending a pay increase (or no pay increase) should be documented in the form of a performance evaluation and reviewed with the employee.