



Town of
Westport
MASSACHUSETTS

The Coastal Agricultural Resource Community of New England

Recreation Department

Part-Time Staff/Volunteer Handbook

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Recreation Department for the Town of Westport Proprietary/Confidential

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The Part-Time Staff/Volunteer Handbook

We are pleased you are in the process of becoming a part-time staff or volunteer for the Recreation Department for the Town of Westport and hope you have a positive and rewarding experience.

The handbook is intended to serve as a guideline, describing the basic personnel policies and practices ordinarily applied by the Town of Westport. This handbook confers no contractual rights on the part-time staff/volunteer; its provisions shall not constitute enforceable contractual obligations against the Town of Westport.

The sole purpose of the provisions and guidelines is to give each part-time staff/volunteer relevant information that will help foster success in his/her position. This handbook represents a summary of the more important guidelines at the time of publication and is not intended to be all-inclusive.

The Town of Westport procedures, policies and benefits are subject to change at the discretion of the Recreation Director, Recreation Commission and/or the Town Administrator, in which case amendments may be communicated by written notice to part-time staff/volunteers. Specific areas of this document are subject to change over time.

This handbook is not intended to, nor does it create promises or representations of continued volunteers or future employment. Every part-time staff/volunteer has an at-will relationship with the Town of Westport. This means that part-time staff/volunteers who are helping in the Recreation Department do so with the understanding they will continue to assist until they, the Town of Westport, or both parties desire to terminate the part-time staff/volunteer relationship.

We hope you find this handbook helpful. Your comments and suggestions for this handbook, or any aspects of the Recreation Department are always welcome.

If you have questions about any of the policies, please discuss it with the Recreation Director.



*Town Hall Annex Building/Gym (Where the majority of the recreation programs happen.)
856 Main Road, Westport, MA 02790*

Welcome

Welcome!

It gives me great pleasure to welcome you to the Recreation Department for the Town of Westport. You are becoming part of a team of people with the goal to provide rewarding and dynamic recreation programs and opportunities for our fellow community members. We are committed to improving people's lives through the many benefits of recreation, which include: increasing socialization and making friends, improving one's fitness, learning about team work, having cultural art experiences, learning new games or activities, improving self-esteem, appreciating nature, and more!

You will find your fellow volunteers and staff members to be skilled, hardworking and dedicated to our mission. I am committed to providing you with a work environment that will enable you to positively impact the people we serve and realize accomplishments.

I work in cooperation with our wonderful Recreation Commissioners. Together we value open communication, honesty, and results. We strive for providing meaningful recreation experiences that benefit individuals, families and our community at large.

I look forward to working with you to create a Recreation Department that is one of successful programs, inclusion for all, has a variety of opportunities, and is full of fun!

If you ever have any questions, concerns or suggestions to help make our Recreation Department the best that it can be, please don't hesitate to contact me.

Sincerely,

Dana Stewart, Recreation Director
Town of Westport
856 Main Road
Westport, MA 02790
508-636-1003
stewartd@westport-ma.gov



Mission Statement for the Recreation Department for the Town of Westport

To provide superior recreation programs and services in order to improve the quality of life of individuals, families and the community at large.

About Westport

Westport is a town in Bristol County, Massachusetts, United States. The population was 15,532 at the 2010 census. Summer population is nearly increased by one quarter by summer residents. Westport, so named because it was the westernmost port in the Massachusetts Bay Colony, was first settled in 1670 as a part of the town of Dartmouth by members of the Sisson family.

There are five historic "villages" or areas of Town known by different names. These are North Westport (known in former times as Westport Factory); "Westport Point" where Main Road meets the river "Central Village" with town offices, retail stores and businesses; "Head of Westport" at the head of the east branch of the Westport River; and "Acoaxet" or "Westport Harbor," which is between the west branch of the river and Rhode Island reached by driving through a tiny portion of Rhode Island.

About the Recreation Department

In 2018 the Recreation Commission for the Town of Westport asked the Board of Selectmen permission to hire a Recreation Director in order to form a Recreation Department for the town and its residents. This request was approved and a new Recreation Director was hired and began work on December 3, 2018. This action has helped the town increase the number of recreation programs, activities and services that are available to community members of all ages. The many benefits of recreation include: feeling happier, becoming more physically fit, building family unity, building self-esteem, learning about team work, making friends, reducing stress, eliminate loneliness, increase community involvement, providing safe places to play, and more! The Recreation Department Office is located at the Town Hall Annex building, 856 Main Road, Westport, MA 02790. This is also where the Annex Gym is and where the majority of the recreation programs happen. There may be other recreation programs that take place within the community at various locations.

The Importance of Part-Time Staff/Volunteers

In order to run a successful Recreation Department, it takes a community. Part-time staff/volunteers are at the heart of what we do, helping to fulfill many needs, whether it be administrative, running a recreation program, assisting with supplies and more. They bring a variety of skills, experience, and knowledge to our department and the programs we run. This allows the Recreation Department to grow and impact more lives every year! Thank you in advance for what you will do!

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Working/Volunteering for the Recreation Department

The Recreation Department for the Town of Westport is thankful for the individuals who are willing to share their time and talents with us. We strive to treat volunteers with the same respect, rights, and regulations as staff members. Volunteers are a vital part of maintaining our operations and a key role in our success. Part of being a volunteer is gaining experience you would otherwise be unable to receive. As such, this makes being a volunteer a great privilege rather than a right. So, if for some reason you wish to resign your volunteer position you may do so at any time, just as the Recreation Department for the Town of Westport can terminate the relationship at any time if deemed necessary.

Who is a Part-Time Staff

Someone who is hired on a part-time basis to contribute their time, effort and talent to a need or cause for an hourly salary rate and/or an agreed upon contract rate. In order to be a part-time staff for the Recreation Department you must first inquire with the Recreation Director, go through a short interview/meeting, fill out the necessary forms (Contract Form, CORI Form, W9 Form, Handbook Sign-Off Form) and then receive orientation and/or training for your duties if needed.

Who is a Volunteer

Someone who volunteers to contribute their time, effort and talent to a need or cause without profiting monetarily. In order to be a volunteer for the Recreation Department you must first inquire with the Recreation Director, go through a short interview/meeting, fill out the necessary forms (Volunteer Form, CORI Form, Handbook Sign-Off Form) and then receive orientation and/or training for your duties.

Who is an Intern

Interns are students who are currently attending a university or college and need work experience to expand upon their chosen field of interest. Interns contribute their time, effort and talent to a need or cause without profiting monetarily. In order to be an Intern for the Recreation Department you must first inquire with the Recreation Director, go through a short interview/meeting, fill out the necessary forms (Volunteer Form, CORI Form, Handbook Sign-Off Form) and then receive orientation and/or training for your duties. It is preferable that interns are with the Recreation Department for at least three months, but this can be evaluated on a case by case basis.

Types of Jobs for Part-Time Staff/Volunteers

The Recreation Department has many year-round and seasonal job/volunteer opportunities and is constantly expanding to allow more part-time staff/volunteers to participate. Different types of jobs may include:

- Head Instructor or Leader for a recreation program
- Assistant for a recreation program
- Assistant in the Recreation Department office helping with administrative duties
- Assistant in the Recreation Department office helping with inventory of supplies and/or supply organization

- Helping to advertise or spread the word about the Recreation Programs we offer, in-kind donations we would like to receive, or our need for part-time staff/volunteers
- Any other duties as assigned

This list is by no means an all-inclusive list of all part-time staff/volunteer opportunities. All part-time staff/volunteers are viewed on a case by case basis. We try to accommodate the schedules, need, skills, and passions of all part-time staff/volunteers. We welcome the diversity that all part-time staff/volunteers bring!

Equal Opportunity

The Town of Westport is an equal opportunity employer. Part-time staff/volunteer decisions are based on merit, business needs, and other considerations, and not on race, color, religion, sex, age, national origin, marital status, sexual orientation, gender identification, covered veteran's status, genetics, pregnancy, childbirth or related medical conditions, disability or any basis prohibited by law.

Any person who has a complaint under this policy against any supervisor, co-worker, member or volunteer should bring the problem to the attention of the Recreation Director, the Recreation Commission and/or the Town Administrator. Individuals may be asked to put their complaints in writing.

All complaints will be investigated. Consistent with the Town of Westport guidelines to investigate and remedy discrimination where it is found, the allegations of the complaint and the identity of the person involved will remain as confidential as possible.

Background Checks

The Town of Westport may conduct reference and background checks on potential part-time staff/volunteers. This includes a CORI (Criminal Offender Record Information) background check. Falsification or misrepresentation of self in person, on resume or on application or omission of relevant facts such as a conviction of a felony may result in termination. The Town of Westport reserves the right to conduct these checks at any time during the course of their duties.

Personnel Records and Administration

The Town of Westport maintains a personnel file for each volunteer. The personnel file may include the volunteer's application, resume, training records, reviews, and other related or provided materials. Personnel files are the property of the Town of Westport and access to the information they contain is restricted.

Current part-time staff/volunteers who wish to review their file should contact the Recreation Director. With reasonable advance notice, part-time staff/volunteers may review and/or copy their own personnel file in the office and in the presence of the Recreation Director.

Please notify the Recreation Director immediately if there are any changes in the following information:

- Legal name
- Home address
- Home telephone number
- Email address
- Person to call in case of emergency

Standards of Conduct

The Town of Westport requires all members to adhere to professional standards and ethical practices as expected, as well as those that are dictated by sound business judgment. These practices are essential to the welfare of the Town of Westport, to the reputation and long-range success of the Recreation Department, and to the integrity and reputation of each program and service.

Whenever you are involved in a direct or indirect relationship with a recreation program, service, and/or committee, your conduct is critical. At all times, you are a representative of the Recreation Department for the Town of Westport and you are expected to meet the highest standards of ethical and professional conduct. Even the appearance of impropriety may damage our reputation and image, so every part-time staff/volunteer's commitment to this code of conduct is essential, and their conduct must reflect favorably upon themselves and the Recreation Department for the Town of Westport.

At work and dealing with fellow part-time staff/volunteers, everyone is expected to conduct themselves in a professional manner, demonstrating respect and consideration for others. Part-time staff/volunteers are responsible for establishing and maintaining good working relationships, as necessary, with recreation participants, town staff, and other professional and lay groups within the community.

Screening and Orientation

All candidates will undergo the same process consisting of applying, interviewing, and orientation. Some part-time staff/volunteer positions may require a more extensive screening process and more training than others. From time to time, more training or a refresher orientation may be required.

Corrective and Disciplinary Action for Part-Time Staff/Volunteers

At the Recreation Department for the Town of Westport, part-time staff/volunteers are required to meet acceptable performance standards and comply with guidelines and procedures. We carry out corrective action in a way that takes into account the dignity and fair treatment of part-time staff/volunteers; offers the best chance of positive problem solving; ensures compliance with federal, state, and local laws; and best serves the overall purpose of the Recreation Department.

When disciplinary action becomes necessary, action may be taken in a manner consistent with the seriousness of the infraction. Discipline may consist of a verbal warning, written warning, or discharge. Depending upon the seriousness of the incident and extenuating circumstances, discipline may begin at any of these stages at the discretion of the Recreation Director and with possible consultation with the Recreation Commission and/or Town Administrator.

Disciplinary Actions May Include

Informal problem-solving discussion: These are day-to-day corrective efforts involving job performance or work habits. Most corrective actions hopefully will begin and end with this discussion.

Written warning: A written discussion outlines the problem, suggests steps to be taken to correct it, and addresses the possible consequences if the performance issue is not corrected. A copy of the warning is placed in the volunteer's personnel file.

Discharge: The termination from being a part-time staff or volunteer.

Disciplinary actions are not necessarily progressive. A volunteer can receive a written warning or be terminated without having received a verbal warning or a written warning if the infraction or performance warrants the severity of the discipline.

Resigning as a Part-Time Staff/Volunteer

Both the part-time staff/volunteer and the Recreation Department for the Town of Westport have the right to end the relationship, with or without cause, for any reason, at any time.

Voluntary: The Recreation Department appreciates at least two weeks written notice if you plan to resign from your position. This will allow us the opportunity to make arrangements to cover the vacancy created by your leaving. Your resignation letter should include the effective date of the resignation.

Involuntary: Wherever possible in such cases, the Recreation Department will first attempt disciplinary actions before terminating the part-time staff/volunteer relationship. If termination is required, a written letter stating the grounds and previous steps taken will be provided to the part-time staff/volunteer.

Exit Interview: After choosing to leave, the Recreation Department would like the opportunity to meet with the part-time staff/volunteer leaving. Suggestions concerning the work environment, supervisor, position, office procedure, and responsibilities are encouraged at this time.

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Harassment

The part-time staff/volunteers should be able to enjoy a work environment that is free from all forms of discrimination, including sexual harassment or harassment based on any other factor prohibited by law. Sexual harassment is a form of discrimination that undermines the integrity of the employment relationship. No employee should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical, or in any other form.

The following behaviors may be grounds for termination:

- Unwelcome sexual advances
- Requests for sexual acts or favors
- Insulting or degrading sexual remarks or conduct directed against another employee
- Threats, demands, or suggestions that an employee or volunteer's work is contingent upon toleration of, or acquiescence to, sexual advances
- Retaliation against employees or volunteers for complaining about such behaviors
- Any other unwelcome statements or actions based on sex that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance, or create an intimidating, hostile, or offensive working environment

Harassment, other than sexual harassment, is verbal or physical conduct that denigrates or shows hostility or aversion to an employee because of race, color, religion, age, national origin, disability, covered veteran's status, marital status or any basis prohibited by law when such conduct has the purpose or effect of unreasonably interfering with an employee's work performance, creating an intimidating, hostile, or offensive work environment, or otherwise adversely affects an individual's volunteer opportunities.

Harassment may include, but is not limited to, verbal abuse and ridicule, including slurs, stereotyping, and offensive jokes and comments; threatening, intimidating, or hostile acts; and displaying or distributing offensive materials, writings, graffiti, or pictures.

Any person who has a complaint of harassment against any superior, co-worker, volunteer, or committee member should bring the problem to the attention of the Recreation Director and/or the Town Administrator. If necessary it can also go to the Board of Selectmen. Individuals may be asked to put their complaint in writing.

Complaints of harassment will be investigated as promptly as possible. The allegations of the complaint and the identity of the persons involved will remain as confidential as possible. The results of the investigation will be communicated to all involved parties. Any individual determined to have violated this policy may be subject to appropriate discipline, up to and including termination. The Recreation Department for the Town of Westport prohibits retaliation against anyone for having raised such a complaint in good faith or cooperating with an investigation of a complaint.

Ethics and Confidentiality

The Recreation Department for the Town of Westport is proud of its high standard of honesty and integrity in all business practices. It is part of our obligation to maintain the highest degree of integrity. No part-time staff/volunteer is permitted to use any knowledge or connections made through their position as a part-time staff/volunteer for personal advantage or gain. As part-time staff/volunteers, you may have access to confidential information that must not be disclosed to anyone.

Child Safety & Reporting Procedures

The Recreation Department for the Town of Westport has child safety and reporting procedures in place in case any recreation staff or volunteers, who are working with children in our programs, have any reasonable cause to believe a child is suffering physical or emotional injury resulting from: Abuse (including sexual abuse) which causes harm or substantial risk of harm to the child's health or welfare; Neglect (including malnutrition); Physical dependence upon an addictive drug; Being a sexually exploited child; or Being a human trafficking victim.

If a recreation staff or volunteer suspects any kind of abuse of a child, they should immediately notify the Recreation Director for the Town of Westport. They should also go through steps to notify the Department of Children & Families (DCF). They may also need to go through the steps to contact local law enforcement or the Child Advocate. Department of Children & Families (DCF) Child-At-Risk Hotline (1-800-792-5200) OR, during regular business hours (8:45am-5:00p, M-F), call the local DCF office in the relevant geographic area and ask for the "screening unit." A list of local DCF offices and their phone numbers can be found at https://www.mass.gov/orgs/massachusetts-department-of-children-families/locations?_page=1

Drug-Free Workplace

The unlawful manufacture, distribution, possession, or use of controlled substances or unauthorized alcoholic beverages on the premises of any work space, or while conducting business off-site, is absolutely prohibited. It is also prohibited for part-time staff/volunteers to report to work under the influence of illegal drugs or alcohol. It is expected to be in a suitable mental and physical condition at work capable of performing one's job satisfactorily and behaving properly. These guidelines are in accordance with the requirements of the Drug-Free Workplace Act of 1998. Drug testing may be required under this statute or other local and/or state laws. If a part-time staff/volunteer is convicted of a criminal drug statute violation, the Recreation Department for the Town of Westport reserves the right to implement proper disciplinary action, up to and including termination.

Smoke-Free Workplace

While working/volunteering for the Recreation Department for the Town of Westport, there will be no smoking of any kind. This includes smoking before working/volunteering for a recreation program, as the smell of smoke on that person may aggravate participants in a recreation program. Additionally, all town buildings and any other parks or off-site community spaces that may be used for recreation purposes, maintain a smoke-free environment and prohibit the use of any and all tobacco products.

Attendance and Punctuality

Attendance and punctuality are of the utmost importance in providing consistency and reliability for our recreation programs. If absences or tardiness becomes an issue, disciplinary action may be taken.

It is the responsibility of each part-time staff/volunteer to inform the Recreation Director, at least two weeks in advance, for any planned absence (vacations, needed time off, etc.) from their commitments. This is to ensure that a substitute can be found (if needed) to take their place.

When a regularly scheduled part-time staff/volunteer has an unplanned absence, illness, or emergency, he/she should call the Recreation Director (and in some cases the Head Instructor of the program) prior to his/her usual start time. If the Recreation Director is unavailable to take your call, please leave a message stating where you can be reached and she will get back to you.

In some cases the part-time staff/volunteer may be asked to make calls to other part-time staff/volunteers to secure a substitute person to fill in for him/her if he/she is sick or has an absence. If this is the case, a list of contacts will be provided to make calls. If a substitute is secured, it is the responsibility of the absent part-time staff/volunteer to communicate all details to the substitute and also communicate with the Recreation Director that a substitute has been secured, giving her the name of the substitute.

Dress Code

How part-time staff/volunteers dress is a direct reflection of the Recreation Department for the Town of Westport. We expect part-time staff/volunteers to have an overall neat and clean appearance with the way they dress and with the appearance of their hair and makeup. If working a recreation program long hair may need to be put into a ponytail or bun for safety reasons. Heavy or "shocking" makeup should be avoided. Please keep in mind that any tattoos or facial piercings may be evaluated on a case-by-case basis and may be asked to be covered or removed. The Recreation Director reserves the right to ask part-time staff/volunteers to adjust the way they dress if needed.

When working/volunteering in the office performing administrative duties, please dress business casual. Examples include: nice shirt, sweater or blouse, nice pants, clean jeans with no holes, appropriate length skirt or capris/shorts, nice shoes and/or sandals. No flip flops or hats are allowed.

When working/volunteering in a recreation program, dress can be more casual and may depend on the activity and/or weather. Examples include: nice t-shirt or shirt, nice sweater, polar fleece or sweatshirt, jeans with no holes, sweatpants or athletic pants with no holes, appropriate length capris/shorts, minimal jewelry, and hat or jacket if needed for weather or sport related activity. For foot wear, there should be no open toed sandals or flip flops due to safety issues. Please wear closed toed shoes/sneakers and if you are at the beach, closed toed beach footwear such as water shoes (this is for safety reasons). In some cases the Recreation Department may have recreation or camp t-shirts to give you to wear.

Overall there should be no: strapless or spaghetti strap tops or dresses, torn jeans, bare-midriffs, short skirts, short shorts, shirts with inappropriate images or language, etc.

Expected Behavior/Attitude of Part-Time Staff/Volunteers

How part-time staff/volunteers behave and act is a direct reflection of the Recreation Department for the Town of Westport. We expect part-time staff/volunteers to have a pleasant manner of speech, be courtesy and polite, and have good behavior at all times. You are expected to be a positive role model for the participants in your program as well as your fellow staff/volunteers. Please refer to the "Code of Conduct" policy (in the later part of this document) for more information.

Use of Recreation Equipment

Any recreation equipment or supplies that are used in programs are for the sole purpose of that program and/or the Recreation Department. That equipment should not be used for any personal reasons by any staff/volunteers (such as taking home art supplies to use for personal use, keeping sports equipment in your car or home for personal use, etc.). It is recognized that occasionally equipment or supplies may be given to staff/volunteers to use for off-site locations for program purposes, but the staff/volunteers are expected to promptly return any equipment/supplies given to them by the Recreation Department after the program is over.

Use of Technical Equipment

Occasionally the Recreation Director may ask a part-time staff/volunteer to use technical equipment in order to accomplish their given duties, especially if they are helping with administrative duties. The Town of Westport equipment, such as telephones, fax machines, copiers, and computers, should be used for business matters only.

Work Computers/Internet

Occasionally part-time staff/volunteers may be asked to help with administrative duties and may be asked to use a work computer. Only work matters should be performed on those computers. Part-time staff/volunteers should have no expectation of privacy with regard to the material on a work computer. The Town of Westport may inspect computers at any time without notice.

Using the internet on any work computer should be used as a business tool, which means that its use should be primarily for business related purposes. Part-time staff/volunteers should conduct themselves honestly and appropriately on the Internet and respect copyrights, software licensing rules, property rights and prerogatives of others. To ensure that all employees are responsible and productive users of the internet, any unacceptable use is prohibited. Unacceptable use may include, but is not limited to: use for personal gain or advancement; use that interferes with their or another person's performance or productivity; use that interferes with the network or communication/information systems; developing, accessing or distributing material which harasses or disparages others, contains ethnic or racial stereotypes, contains pornographic, profanity, violent or sexually explicit images, messages or cartoons, or solicits for commercial ventures or outside organizations; or use that violates any applicable law. The Town of Westport may monitor its part-time staff/volunteers use of its computer devices. Any unacceptable use of

the Internet may result in disciplinary action, up to and including termination

Social Media

Only the Recreation Director and/or Recreation Commissioners are allowed to post, monitor and respond in the Recreation Department's social networking pages, including but not limited to Facebook, Instagram, Twitter, YouTube, etc. The sole purpose of any social media engagement is to support the Recreation Department's marketing and communications strategy and to expand awareness of the Recreation Department within the community through online engagement.

Cell Phone Use

Personal cell phone use should not happen when directly working in a recreation program. That includes answering calls, texting, using apps, social media or the internet. This distracts from the main duties of your job, which is running or assisting with a recreation program. However, we understand that some calls may be deemed "an emergency" and in those cases it is allowed. If the Recreation Director, or a fellow part-time staff/volunteer calls/texts, it is appropriate to answer as this may be work related. For safety reasons, never use a cell phone when driving. If a part-time staff/volunteer is working in the office (such as administrative duties), personal cell phone use should be transacted during a break or with minimum impact on your work.

Photographs/Video

The Recreation Department for the Town of Westport has a Photo/Video Waiver of Release built into the Recreation Registration form that participants sign. Therefore, any representative working/volunteering for the Recreation Department can take a photo/video of a participant or group in a recreation program. However, that photo/video must be emailed or texted to the Recreation Director who will save it for any future public relations use. No photos/video should be saved or personally used by a part-time staff/volunteer, especially online or in social media.

In being a part-time staff/volunteer for the Recreation Department for the Town of Westport, you may be photographed/video taped at any point to be used at the Recreation Department's discretion for any public relations they may use it for.

Waiver and Release

The Recreation Department for the Town of Westport has a Waiver and Release of All Claims and Assumption of Risk built into the Recreation Registration form that participants sign. Therefore, that participant and/or his/her parent/guardian is solely responsible for determining if they are physically fit and/or skilled for the activities offered, and hold themselves responsible if they were to accidentally get injured while participating in any recreation programs. This waives and relinquishes the Recreation Department for the Town of Westport from all claims as a result of participating in the recreation program.

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Recreation Registration Form

The Recreation Department for the Town of Westport has a Recreation Registration Form that every person, who signs up for a program, needs to fill out. This form has a built in waiver of release of liability and photo/video release in it that is in affect when signed. There are several ways someone can register for a program:

- **Online Registration (Preferred Option)**

People can go to the Town of Westport website and fill out the form on our Recreation Department page. www.westport-ma.com

- **Walk-In**

People can go to the Recreation Department Office at the Town Hall Annex building, 856 Main Road, Westport, MA 02790, and fill out a hand written form onsite.

- **Drop-Off or Mail**

People can download and print off our form from the website, fill it out by hand, and then bring it in or mail it to the Recreation Department Office at the Town Hall Annex building, 856 Main Road, Westport, MA 02790

Once a program is advertised, people can register. Registrations will be processed on a first-come-first-served basis and when payment is received. Cash, check, Visa or MasterCard are accepted. There may be a registration deadline for some of our programs. If someone registers past the deadline, their registration may or may not be processed based on how many spots are left in the program. If a program is full before the deadline, people will be put on a waiting list. Once a registration is processed, people will get a confirmation email.

Out of District Policy

People living outside of the Town of Westport are welcome to register for and attend our recreation programs, but the program fee may be higher for non-residents versus residents. The fees will be clearly marked on any advertisements for recreation programs.

Refund Policy

Refunds for all programs may be obtained up to two weeks prior to the first class date. A \$5 fee will be charged for each program dropped at the request of the parent/participant. Refunds for special events may be obtained up to two weeks prior unless tickets or contracted services have been purchased. All refunds will be issued in check form.

Weather Cancellation Policy

In the event of severe weather, the Recreation Department may decide to cancel programs in the best interest of safety. If this happens calls and/or emails will go out to those staff/volunteers/participants that are involved. The following guidelines will be used to determine cancellations, but the Recreation Department reserves the right to cancel programs in any and all cases they feel weather safety may be an

issue. Cancelled programs due to weather may have a “make up” date but that will be determined on a case-by-case basis. If a program (such as a special event) is cancelled due to weather, a refund will be issued.

- **Extreme Heat:**

For outdoor programs, or indoor sites without air conditioning: Temperature above 95 degrees and/or a heat index above 100 degrees, and/or a heat advisory issued by the National Weather Service. If there is an indoor alternative to use that has air conditioning, a program may be moved to that location.

- **Extreme Cold:**

For outdoor programs, or indoor sites without heat: Temperature below 20 degrees and/or wind chill of 0 degrees or lower. If there is an indoor alternative to use that has heat, a program may be moved to that location.

- **Thunderstorm/Tornado/Hurricane Warning:**

If there are any extremely severe thunderstorms, or tornado/hurricane warnings, programs will be cancelled. If the warning happens during a program, appropriate safety measures will be taken.

Staff to Participant Ratios

To provide for safe and meaningful learning experiences, a 1:6 staff-to-participant ratio is maintained for most children/teen activities. This ratio may be adjusted depending on individual needs, type of activity, etc. When children of various ability/age levels are enrolled in the same program, we may group them according to their abilities. In almost all cases we will have a minimum of two staff/volunteers running a program (one Head Instructor and one Assistant). Staff to participant ratios for adults may be higher and in some cases may involve just one Head Instructor (for example: one yoga instructor running a program).

Late Pick-Up Policy

We request that people double check the drop off/pick up times of each program they are involved in and be prompt. In order to be fair to our staff/volunteers/participants, we have a Late Pick-Up Policy. For any pick-ups that happen past a 10 minute grace period, charges will start incurring at a \$1 per minute. After thirty minutes of being late, and if there is no response from a call made to a parent or emergency contact, the police will be called and the child will go into police custody. Continuous tardiness and/or failure to pay the late fees will result in verbal and/or written warnings and the possibility of the child's non-refundable termination from the program.

Allergies and Dietary Restrictions

If a person has any allergies or dietary restrictions, it is asked that this be clearly noted on the Recreation Registration Form. That way we can communicate this ahead of time to the staff/volunteers who are working the program and put in place any accommodations if needed. It is also the responsibility of the parent/person to verbally tell their allergy and/or dietary restrictions to the Head Instructor of the program at

the time of drop off, especially if it may be an issue within the program (for example: a child is allergic to peanuts, bees, etc.).

Dispensing Medication

If a person has any medication that needs to be taken during a program, they need to fill out the medication information on the registration form prior to the program starting so we can be aware of this need and let the staff/volunteers who are working the program know. The day of the program, we ask that parents put the medication that needs to be taken in an envelope that has the following listed on the outside of the envelope: name of person taking the medication; name of type of medication; dosage to be taken; time to be taken. If a child needs to take more than one dosage of medication during a day, the parent will have to put each dosage in a separate envelope. Parents will give envelope(s) to the Head Instructor of the program when they drop off their child and verbally explain the medication to be given. No children are to carry their own medication at any time. This is for the safety of all participants. Only staff/volunteers who are assigned to the program will be allowed to dispense the medication to the children.

COVID-19 Guidelines

The Recreation Department will adhere to all current COVID-19 guidelines that are recommended by the CDC and/or ordered by the state governor of Massachusetts. This is for all recreation staff, volunteers and participants and includes:

- Wear a mask, especially if they are not able to social distance 6 feet or more
- Social distance when you can, at least 6 feet or more
- Wash your hands with soap and water often when you can, or use hand sanitizer
- Clean hard surfaces often or when able
- Do not attend a recreation program if you have a fever or are experiencing any sickness (such as persistent coughing, sneezing, sore throat, runny nose fatigue, etc.)
- Call or email the Recreation Director to inform her if you have the above symptoms and cannot attend a program. You may be asked to get a COVID test and/or show proof of a negative COVID test before returning to the program.

Equal Access and Inclusion

No participant shall be denied equal access to programs, activities, services, benefits, or be limited in the exercise of any right, privilege, advantage or opportunity on the basis of race, sex, creed, national origin or disability. When a person with a disability would like to participate in one of our recreation programs, we will help make that happen through inclusion services. We will help make programs/activities accessible to all by training staff/volunteers, adapting activities, developing behavioral modifications, and/or providing additional support staff, all depending on the participant's unique needs.

Recreation Program Categories

The Recreation Department for the Town of Westport will do its best to offer a well-rounded variety of recreation programs to help meet the needs of all community members. This may include, and not limited to, the following recreation program categories. If anyone has any suggestions for types of programs or wants to run a specific program, suggestions are always welcome! Please contact the Recreation Director if you have an idea.

- Social Programs (Adult Card Night, Teen Social Program, etc.)
- Cultural Art (Art, Music, Dance, Theatre, Cooking, Gardening, etc.)
- Sports (Baseball, Soccer, Archery, Kickball, etc.)
- Fitness (Yoga, Aerobics, Meditation, Tai Chi, etc.)
- Camps (Summer Camps, School Days Off, Specialty Camps, etc.)
- Special Events/Community Outings (Concerts, Picnics, Holiday Events, Workshops, etc.)

Sports Leagues

The Recreation Department for the Town of Westport will help advertise and promote local sports leagues in the area. This may be done through information online and/or in printed material. It is viewed as a collaborative effort to promote what sport programs are already offered versus creating competing ones.

Gym Use/Rental

The Recreation Department for the Town of Westport advertises the ability for sport leagues and any other community members or businesses to rent the gym at the Town Hall Annex building, 856 Main Road, Westport, MA 02790. Anyone can view the Town of Westport website at www.westport-ma.com to download a printable Facility Usage Application which also lists the rules and fees that are charged for gym use. For any questions, please contact the Recreation Director.

Code of Conduct

The Recreation Department for the Town of Westport has rules in place which are necessary to ensure everyone's safety and enjoyment in our recreation programs. Staff, volunteers, participants, and parents are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to ensure this. Additional rules may be developed for particular programs and athletic leagues as deemed necessary by staff. Staff, volunteers, participants, and parents shall:

- Show respect to everyone
- Refrain from using foul language or swearing
- Refrain from causing bodily harm to others
- Demonstrate respect for equipment, supplies and facilities
- Represent the Recreation Department for the Town of Westport in a manner that is consistent with the goals, objectives and ethics of the Recreation Department

Corrective and Disciplinary Action for Participants

Participants/Staff/Volunteers in our recreation programs must adhere to the Code of Conduct. However, if a negative behavior or attitude happens, please stay calm and handle things appropriately. A caring and positive discipline approach should always be used. You can rely on your fellow staff/volunteers to help or contact the Recreation Director for help as well. The Recreation Director reserves the right to dismiss a staff, volunteer, participant or parent if it is in the best interest of the overall recreation program. Each situation will be evaluated on its own merit.

For any challenging situations with children, such as: a child acting out, hitting, swearing, teasing, etc., you must address the behavior immediately. Always have the child and group's overall safety in mind. Use appropriate verbal warnings to stop any negative behavior. You may also have to temporarily separate the child from a situation to allow them to "take a break" and calm down. If this happens, a part-time staff/volunteer should be with them or in eye sight of them at all times. The "break" should not be more than the child's age (such as 6 minute break for a 6 year old) and when the break is over the part-time staff/volunteer should calmly explain to the child why they had to have a "break," ask them to apologize and then have them re-join the group. If the negative behavior persists then the parent should be called. All major incidents should be reported in writing by filling out an "Incident Form" and turned into the Recreation Director. It should also be communicated to the Recreation Director by phone or email.

If there is an adult or parent that is exhibiting negative behavior/attitude, the part-time staff/volunteer may address this verbally with them. It is preferred that the part-time staff/volunteer speak with the adult away from the group in order to help keep the situation calm and to avoid further agitation from others. All major incidents should be reported in writing by filling out an "Incident Form" and turned into the Recreation Director. It should also be communicated to the Recreation Director by phone or email.

Please note: if a particular behavior/attitude is happening due to a participant's disability, special need, or life situation, the Recreation Director can consult with the parent/guardian in order to help implement any adaptations or adjustments that may be needed. In some cases, a part-time staff or volunteer may need to work one-on-one with someone to help them in the program.

Additional training can be given for any part-time staff/volunteers who may need it regarding behavior/attitude issues within a recreation program.

Safety

The Recreation Department for the Town of Westport is committed to the importance of safety and considers safety a paramount responsibility. Please practice safe procedures and follow safety guidelines, including any instructions issued by the Recreation Department, the building management, or public emergency services concerning fire drills and other practices. Unsafe conditions that you cannot remedy should be immediately reported to the Recreation Director so that corrective action may be taken at once.

Acknowledgement and Receipt of Recreation Department Part-Time Staff/Volunteer Handbook

I have received a copy of the Part-Time Staff/Volunteer Handbook from the Recreation Department for the Town of Westport, MA. I understand that it is my obligation to read, become familiar with and know the contents. If I have questions, I understand that I should talk to the Recreation Director.

Furthermore, by signing this form I attest to the following:

- **I understand and agree to all of the policies explained in this handbook.**
- **I understand that the policies and benefits discussed and described in this handbook may be changed from time to time, with or without advance notice, and that every attempt will be made by the Recreation Department to notify me of any changes.**
- **This handbook represents a summary of important guidelines at the time of publication and is not intended to be all-inclusive.**
- **I understand that a copy of this page will be placed in my personnel file.**
- **I must disclose any guardianship preventing me from signing a legally binding contract for myself.**

Employee Name (Please Print)

Employee Signature

Date

***After signing and dating this form, please detach it from the Handbook and return it to the Recreation Director. Keep the Handbook for your future reference. Thank you.**