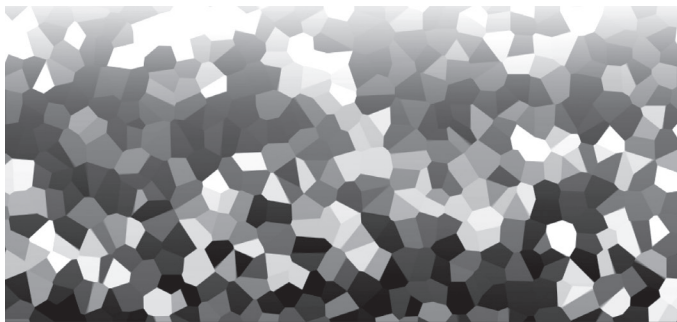


Part-Time Recreation Workers' Handbook 2012/2013



This handbook belongs to:



Please remove this page and return to your Community Recreation Programmer upon receiving this handbook.

I, _____

have received a copy of Toronto Parks, Forestry and Recreation's "Recreation Workers' Handbook 2012/2013" and agree to read it in its entirety before my next shift.

I agree to adhere to all the policies and expectations outlined in it. If I have any questions or concerns, it is my responsibility to seek clarification.

Employee Name: _____

Employee Number: _____

Signature: _____

Date: _____

Part-Time Program

Supervisor Name: _____

Signature: _____

Date: _____

Table of Contents

A Message from the General Manager	1
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Parks, Forestry and Recreation Vision, Mission, and Values

Vision	2
Mission.....	2
Values.....	2

Important Phone Numbers

Child Abuse Reporting.....	3
City of Toronto	3
Emergencies	3
Kids Helpline.....	3
Media Hotline	3
Ontario Poison Centre	4
Parks, Forestry and Recreation Customer Service.....	4
Security Contacts.....	4

Location Orientation Checklist	5
---	----------

Ontario Legislation

1. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessibility Standards for Customer Service (Ontario Regulation 429/07)	6
City of Toronto Statement of Commitment to Creating an Accessible City	6
Parks, Forestry and Recreation Division: The Duty to Provide Reasonable Accommodation (Ontario Human Rights Code, 1981)...	7
Implementing Accessible Customer Service	7
Parks, Forestry and Recreation Adapted Programs and Integrated Services.....	9
2. Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).....	10
Freedom of Information	10
Protection of Personal Privacy	10

Policies and Procedures

Policy Resources	10
-------------------------------	----

1. Policies and Procedures – Health and Safety

First Aid Kits.....	11
Health and Safety – Responsibilities.....	11
Musculoskeletal Disorder Awareness.....	12
Needles, Sharps and Biohazard Disposals	13
Personal Protective Equipment.....	13
West Nile Virus	15
Workplace Hazardous Material Information System (WHMIS)	15

2. Policies and Procedures – Operational

Aggressive Behaviour

Anti-Bullying Policy.....	16
Child and Youth Guidance Policy.....	16
Code of Conduct Policy.....	17
Suspension and Ban Policy	17

Customer Service – General Information

Complaint Procedure for Parks, Forestry and Recreation	18
Sale of Items in Parks, Forestry and Recreation Facilities.....	19

Customer Service - Registration

Customer Service Support.....	19
Family Accounts.....	19
Staff Registration.....	19
Unpaid Balances.....	19
User IDs	20
Welcome Policy.....	20

Emergencies – General Information

After Hours Emergency On-call Supervisor Numbers.....	20
Emergency Response Plan.....	21
How Do I Prepare?.....	21
Lock Down Procedures	22
Lost Participant(s)	22
What Would I Do In The Event of an Emergency?	22
Who Do I Contact In An Emergency?.....	23

Emergencies - Medical Emergency Procedures

Medical Emergencies Involving Employees.....	23
Minor Medical Emergency - Procedures	24
Minor Medical Emergency - Follow-up / Communication	24
Major Medical Emergency - Procedures	24
Major Medical Emergency – Follow-up / Communication.....	26

Equipment

Equipment and Supplies.....	26
Equipment Loans to Staff	26

Expenditures

Authorized Expenditures	27
Cash-Handling Procedures.....	27

Illness

Administration of Medication	27
Bed Bugs	27
Contagious Illnesses	28
Ill Participants.....	28
Lice Procedures	28

Program Cancellations

Accessibility for Ontarians with Disabilities Act, 2005, (AODA) – Notice of Service Disruption.....	29
Employee Notification in the Event of Emergency Closures	29
Inclement Weather	29
Insufficient Registration	30

Program Delivery and Evaluation

HIGH FIVE QUEST 2 Program Assessments	30
Lost and Found Policy.....	31
Participant Attendance.....	31
Phone Access in Programs	31
Police Protocol Policy	32
Supervision of Participants	32
Supervision of Staff.....	33
Toplessness in Public Pools and Parks	33

Valuables	33
Volunteers.....	34
Waste Diversion	34

Publicity, Promotion and Media

Film / Video Permits.....	35
Media Relations.....	35
Multimedia Consent Form (Photo Permission Form)	36
Parents / Guardians Taking Photos / Videos.....	36
Private Permits.....	36
Use of Photographic Devices in Change Rooms and Washrooms.....	36

Reporting

Abuse of Elders, People with a Disability, or other Vulnerable People	37
Child Abuse Reporting.....	37
Hazard Identification and Reporting	37
Incident / Accident / Damage Reporting.....	38

Trips

Off-Location Trips.....	38
Overnight / Wilderness Out-tripping Policy	39
Swimming Pools.....	39
Transportation Policy	40

Weather

Severe Weather Guidelines and Procedure.....	40
Parks, Forestry and Recreation Smog Alert Response Plan Policy.....	40
Sunsmart Policy.....	41

3. Policies and Procedures – Staff-Related

Employment

Absence	41
Conflict of Interest Policy.....	41
Employee Assistance Program	42
Employment Equity	43
Fraud Prevention Policy	43
Information Technology - Acceptable Use Policy	43

Lunch and Rest Periods	44
Performance Appraisals	44
Police Reference Check	44
Probationary Period	45
Promotion to Full-time Employment.....	45
Recreation Workers Scheduling Project	45

Payroll

Change of Personal Information	46
Hours of Work.....	46
Kilometrage and Parking Claims Policy	47
Leave of Absence.....	47
Pay Week.....	47
Pay	49
Seniority.....	49
Statutory Holiday Pay.....	50
Statutory Holidays.....	50

Staff Roles and Responsibilities

Electronic Games and Entertainment Devices.....	50
Liability and Insurance	51
Sign-in Sheet	51
Staff Conduct	51
Staff Uniforms	52

Training and Staff Meetings

First Aid Certification Training.....	52
HIGH FIVE Principles of Healthy Child Development (PHCD) ...	53
New Employee Orientation (NEO) / Returning Employee Overview (REO).....	53
Reimbursement for Recertification of Awards	54
Staff Meetings	54
Staff Orientation	54

Workplace

Human Rights and Anti-Harassment Policy	54
Smoke-free Workplace.....	56
Workplace Violence	56

CONTENT

Please note that information contained in the handbook is subject to change based on collective bargaining.

FEEDBACK

If you have comments or suggestions for future revisions of this handbook, please direct them to the Manager of Standards and Innovation, Community Recreation Branch c/o Marg Williamson, Support Assistant @ Cedarbrook Community Centre, Scarborough District, or e-mail mwillia1@toronto.ca.

A Message from the General Manager

Welcome to the Parks, Forestry and Recreation team!

Parks, Forestry and Recreation programs and services make Toronto a great place to live, work and play. Our programs and services provide social, economic and physical benefits to all participants. They build healthy residents and healthy communities, by creating a sense of community, caring and belonging. The role you play in delivering these services and achieving these outcomes is extremely important.

For some of you this may be your first work experience, and we take pride in providing this opportunity for you to develop leadership skills and work experience that will stay with you throughout your careers. For returning staff, we value the role you play in bringing a wide range of expertise and experience to your work with Parks, Forestry and Recreation.

Please remember that you are the first point of contact with the City for a resident or participant. It is very important that this first experience be positive, with a focus on Customer Service excellence. I am confident that we will serve the public well!

Whatever your role is in this division, please know your work is valued and appreciated. There is no doubt of the enormous benefits and impacts our programs, services and facilities have on people's lives. Thank you for your contribution.

I wish you continued success in your role with Toronto Parks, Forestry and Recreation.

Sincerely,



Jim Hart

General Manager, Parks, Forestry and Recreation

Parks, Forestry & Recreation

Vision

Parks, Forestry and Recreation's vision is that Toronto will become known as the City within a Park. Quality of life starts with health, but for most of us it is also about savouring beauty in all its forms, especially natural ones. What is more spectacular than a majestic maple tree in full leaf, or a chapel architecture of living green connecting road to neighbourhood and neighbourhood to park? Parks, Forestry and Recreation's vision is that Toronto will incorporate new neighbourhoods along our broad thoroughfares, extending our urban forest until a continuous greenscape envelops communities across the lakefront, and north to the Oak Ridges Moraine. Toronto's children and youth will be engaged in vigorous physical activity every day. Our seniors and people with a disability will be too. The majority of Torontonians will live active lives from their earliest days to their sunset years, connecting through Toronto's varied recreational facilities, its parks and pathways.

Mission

Parks, Forestry and Recreation will bring all of Toronto's diverse communities together on our common grounds. We will provide a wide variety of leisure and recreational opportunities that welcome everyone. In our centres, parks and playing fields, we will help communities help themselves, and encourage all Torontonians to become the best they can be. We will measure our success by quality, satisfaction and community development outcomes. Our parks, playing fields and recreation centres, our trails, forests, meadows, marshes, and ravines, will be beautiful, clean, safe, and accessible, meeting all our communities' needs.

Values

Parks, Forestry and Recreation values: inclusion, respect, diversity, health, innovation, openness and excellence. Our programs and services will be welcoming and accessible. We will accommodate special needs; promote equity for all regardless of age, culture, ethnicity, language, gender or sexual orientation. We will create the kind of social climate in which everyone can flourish. We will use all available means to inform residents about programs and services and respond to needs and concerns in an open, forthright and timely manner. We will support and honour achievement.

Important Phone Numbers

Child Abuse Reporting

Children's Aid Society of Toronto	416-924-4646
Catholic Children's Aid.....	416-395-1500
Jewish Family and Child Services.....	416-638-7800
Native Child and Family Services.....	416-969-8510

City of Toronto

General Enquires.....	311
Local 79 Union Office	416-977-1629

Emergencies

Police, Fire, Ambulance.....	9-911
Police Non-Emergency.....	416-808-2222
Fire Non-Emergency.....	416-338-9050

Kids Helpline 1-800-668-6868

Media Hotline..... 416-560-8726

The Media Hotline should be used by staff in the following situations **during regular business hours** (Monday-Friday, 8:30 am – 4:30 pm).

- If an incident/emergency has occurred at your facility that may potentially generate media interest;
- If a member of the media has turned up at your facility unexpectedly;
- If a member of the media has contacted you requesting specific information; and
- If staff has any questions regarding media in addition to, the above mentioned situations.

Do not speak to the media until you have called the **Media Hotline** or the **On-Call Supervisor**. You can also give reporters the Media Hotline number.

Ontario Poison Centre 416-813-5900

Please have the following information ready to give to the specialist:

- Name of product
- Amount taken
- Time taken

Parks, Forestry and Recreation Customer Service

Registration 416-338-4FUN (4386)

Security Contacts

Corporate Security 416-392-6666

Toronto Catholic District School Board (TCDSB) -

Corporate Security 416-229-5360
(Outside regular business hours)

Location Orientation Checklist

Knowing your facility is essential to performing your job safely, efficiently and effectively. This is important for your own safety and the safety of your participants. The following is a checklist for all staff that should be completed **before your first shift**.

- Basic Amenities (e.g. washrooms, water fountains, etc.)
- Emergency Exits
- Emergency Procedures for your facility
- Emergency Response Plan
- Facility Keys
- Fire Alarm
- Fire Extinguisher
- First Aid Kits
- Maintenance Office
- Major Control Valves (e.g. natural gas, water, electrical, etc.)
- Meet all Maintenance Staff, Program Leaders, and Permit Holder Leads
- MSDS Binder
- Review Facility Features
- Review Facility Procedures:
 - Evacuation Procedure
 - Fire Alarm Procedures
 - Lockdown Procedures
- Sign-in Sheet
- Storage and Equipment Rooms
- Telephone Information Sheet
- Telephones

Ontario Legislation

1. **Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessibility Standards for Customer Service (Ontario Regulation 429/07)**

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, which sets out obligations on how to provide goods or services in a way that is accessible to people with disabilities in Ontario, is the first of five areas for which accessibility standards are being developed. By implementing accessibility standards in transportation, information and communications, employment and the built environment, the ultimate goal is to achieve accessibility for all Ontarians with disabilities by 2025. The City of Toronto is developing and implementing policies to support this goal.

City of Toronto Statement of Commitment to Creating an Accessible City

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that diversity among its people has strengthened Toronto. Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities.

The City of Toronto is committed to becoming a barrier-free City and will design inclusively and support positive attitudes that address "ableism" – attitudes which devalue and limit the potential of persons with disabilities.

Accessibility for Ontarians with a Disabilities Act – Customer Service training is legislated by the Provincial Government for all City of Toronto employees. All part-time Recreation Workers will receive Accessibility Standards for Customer Service training covered under the People First component of the mandatory New Employee Orientation (NEO) / Returning Employee Orientation (REO) training sessions.

Parks, Forestry and Recreation Division: The Duty to Provide Reasonable Accommodation (Ontario Human Rights Code, 1981)

Under the Human Rights Code, everyone has the right to be free from discrimination because of disability or perceived disability in the area of services, goods or facilities. This right includes the right to “reasonable accommodation” to ensure that persons with a disability can access, participate in, and enjoy services provided by Parks, Forestry and Recreation.

“Reasonable accommodation” is also known as “accommodation to the point of undue hardship.” Some hardship encountered in providing the accommodation is acceptable. When the hardship becomes “undue” there is an obligation to provide accommodation relieved. To assess “undue hardship” consider:

- the cost of providing accommodation
- any outside sources of funding that may be available
- health and safety implications.

Guiding Principles for providing a request for accommodation:

- The duty to accommodate persons with disabilities means reasonable accommodation must be provided in a manner that most respects the dignity of the person. Dignity includes consideration of how accommodation is provided and the individual’s own participation in the process.
- There is no set formula for accommodation. Each person has unique needs and it is important to tailor the accommodation, as needed, to the person involved.
- Accommodation is a two way street – it involves a willingness to discuss and explore solutions together (between the person requesting the accommodation and the Parks, Forestry and Recreation Division) towards the goal of meeting the accommodation need.
- Accommodation requests must be treated seriously and dealt with in a timely manner.
- Accommodation must be provided to the point of undue hardship.

Implementing Accessible Customer Service

The City of Toronto strives to provide equal treatment and equitable benefits of City services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.

The City of Toronto will:

- Ensure that employees, volunteers, and third party contractors who deal with the public on behalf of the City, and those who are involved in City policy and program development receive training on accessible customer service.
- Ensure that every area that interacts directly with the public develops and publishes a process for receiving and responding to feedback about how services and programs are delivered to people with disabilities.
- Maintain and provide upon request, documentation that describes this Statement and accessibility requirements on the City's website (toronto.ca).

City employees, volunteers and third party contractors will:

- Communicate with a person with a disability in a manner that respects the person's disability.
- Accommodate the use of:
- Personal assistive devices (e.g. GPS, mobility devices, personal oxygen tanks, mini pocket recorder, communication boards, assistive listening devices and FM loop systems) which enable a person with a disability to access the City's services, programs and facilities. Assistive devices will be kept in good working order and the public will be informed of their availability.
- Service animals by people with disabilities who are accessing City services, programs and facilities unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.
- Support persons that accompany the person with a disability to help with communication, mobility, personal care, medical needs, or with access to goods or services. Both persons are permitted to enter the premises together and the person with a disability can access the support person while on the premises. If the City charges an admission fee to the support person, the division will post a notice in advance to indicate the amount.
- Notify the public of a service disruption in the availability of services, programs and facilities used by persons with disabilities (e.g., temporary loss of elevator service). The notice will be posted in

a conspicuous place at the affected premises, other City facilities, and the City's website (toronto.ca) and will contain:

- the date(s) of disruption
- its anticipated duration
- a description of alternative facilities or services that are available.

For more information, please refer to the City's diversity webpage: toronto.ca/diversity.

Parks, Forestry and Recreation Adapted Programs and Integrated Services

Parks, Forestry and Recreation believes that having people with different abilities and participating together in recreation programs of their choice enhances everyone's quality of life. This is achieved by encouraging the development of active healthy lifestyles through safe, accessible, diverse and high quality recreational and leisure opportunities for people of all ages and abilities.

Parks, Forestry and Recreation has an inclusive policy that supports and promotes the participation of persons with disabilities / special needs and recognizes their right to access recreational opportunities at a level of participation suitable to their ability and program choice.

For more information about Adapted Programs and Integrated Services contact your Community Recreation Programmer, or the District A&I Contacts:

Etobicoke York District	416-394-8746
North York District	416-395-6183
Scarborough District	416-396-7760
Toronto and East York District	416-397-4923
Advocate for People with Disabilities	416-394-8532

2. Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Freedom of Information

Anyone may request access to recorded information from the City of Toronto. Requests must be made in writing. The City of Toronto must respond to the request within 30 calendar days.

Protection of Personal Privacy

Personal information includes recorded information about an identifiable individual, such as name, address, phone numbers, race, ethnic origin, age and / or marital status.

Personal information can only be used for the purpose for which it was collected. Staff must not disclose personal information about any staff or participants under any circumstances (e.g. leaving class lists open for view, talking to a parent about another child).

For more information, please refer to the City of Toronto Privacy Guidelines - Corporate Access and Privacy Policy

Policies and Procedures

Policy Resources

Please be advised that this handbook contains preliminary policy information for quick reference only. For complete policy information and procedures, please refer to:

- The policy binder at your work location
- Parks, Forestry and Recreation Policies:
wi.toronto.ca/intra/edct/policies.nsf/PoliciesbyCategory
- Additional Parks, Forestry and Recreation Policies:
insideto.toronto.ca/pfr/recreation.htm
- The Policies and Guidelines section on the City of Toronto's Intranet site: insideto.toronto.ca/policies/index.htm.

1. Policies and Procedures – Health and Safety

First Aid Kits

First aid kits are available in all designated program location areas under the care of the designated and certified First Aider. Familiarize yourself with their location and report to appropriate staff if stock is required.

For more information, please refer to the Parks, Forestry and Recreation First Aid Kit policy.

Health and Safety – Responsibilities

The City of Toronto is committed to ensuring that the workplace is a healthy and safe environment. Staff are responsible to perform their respective duties in a manner that is safe for both themselves and their colleagues. Under the Occupational Health and Safety Act and the associated regulations, contractors, employers, supervisors, workers, owners and suppliers all have specific rights and responsibilities. The following are highlights from the Act:

- **Employers' Responsibilities (Section 25, 26, 27)**
 - Maintain health and safety in the workplace.
 - Take every precaution reasonable in the circumstances for the protection of workers.
- **Employee's responsibilities**
 - Be aware of and comply with procedures and requirements of the Fire Code, Occupational Health and Safety Act, Highway Traffic Act, and other applicable legislation or municipal regulations.
 - See your Community Recreation Programmer or full-time Supervisor for information/training specific to your position.
 - Report any hazardous conditions or unsafe work procedures to your Supervisor immediately.
 - Report all accidents / incidents to your full-time Supervisor immediately.
 - Complete appropriate staff accident / incident forms as soon as possible.
 - Use equipment in a manner that would not endanger yourself or colleagues.

- Properly use and care for personal protective equipment including, protective clothing and safety equipment.

For more information, please refer to the Ontario Occupational Health and Safety Act.

Musculoskeletal Disorder Awareness

Musculoskeletal Disorder is the collective term for injuries to the musculoskeletal system that affect muscles, tendons, ligaments, bursa, joints, nerves or the spinal discs and may be caused or aggravated by workplace hazards. The City of Toronto is committed to minimizing the risk of these types of injuries through training, workplace orientation and assessment as outlined in the Musculoskeletal Disorder Prevention Policy. The policy applies to all members of the Toronto Public Service, and requires each division to establish and maintain an MSD Prevention Program. The aim is to eliminate these types of injuries through the continuous improvement initiative: “Targeting Zero Together.”

Musculoskeletal Disorder Hazards:

- Posture
- Force
- Repetition
- Vibration
- Cold

Musculoskeletal Disorder Injuries:

- Acute: rapid onset following exposure to significant trauma, e.g. sudden heavy lifting
- Chronic: develops gradually over weeks, months or years as a result of prolonged or repeated exposure to micro-trauma, e.g. repeated bending or reaching.

Worker Responsibilities:

- Participate in Musculoskeletal Disorder training
- Practice Musculoskeletal Disorder prevention strategies
- Report any unsafe conditions
- Report any Musculoskeletal Disorder incidents
- Assist Supervisors in identifying hazards
- Provide suggestions for Musculoskeletal Disorder prevention

For more information, please refer to the City of Toronto's Musculoskeletal Disorder (MSD) Prevention Policy – HR Policy.

Needles, Sharps and Biohazard Disposals

The disposal of “sharps” and “biohazards” refers to any material / item that has the potential to cut or penetrate skin (e.g. razor blades, broken glass, tin cans) as well as any material / item which is suspected of having come in contact with bodily fluids from another person.

Removal:

Carefully follow the steps listed below to safely remove any “sharps” or “biohazards” from City sites. If you have any questions regarding the removal of these hazards, please contact your Community Recreation Programmer.

1. Put on a pair of heavy duty gloves. Never touch any part of the needle or other “biohazards” with your bare hands. Hold the needle tip away from your body to avoid pricking yourself. If you don't have protective gloves, use a thick cloth or tongs.
2. Carefully place any biohazards in a container. If a container is not available, use a solid non-breakable container, which can be sealed and labelled as “biohazardous” (e.g. heavy plastic jug or bottle) to prevent it from injuring anyone during disposal.
3. Inform your Community Recreation Programmer immediately to ensure proper disposal contacts can be notified. The disposal contacts will come to your location and pick up the “sharps” or “biohazards” for final disposal.

For more information, please refer to the Parks, Forestry and Recreation Needles, Sharps, and Biohazardous Disposal Policy.

Personal Protective Equipment

- Aquatic Staff
Aquatic Staff are required to wear personal protective equipment (PPE) appropriate to tasks being performed. This may include but is not limited to safety goggles, safety gloves, safety boots and other protective clothing.

Wading Pool Attendants must wear safety boots while opening or closing the drain pits of wading pools.

- **CAN BIKE Staff**
CAN BIKE instructors are required to wear a certified, properly-fitted bicycle helmet during the riding portion of the course. Instructors must ensure that bicycles used on the job meet the requirements of the Highway Traffic Act; are in a state of good repair; and are equipped with a bell, reflectors and reflective tape, and lights if used outside daylight hours.
- **Skate Staff**
Leisure Skate Staff are required to wear properly fitted CSA-approved hockey helmets while supervising shinny hockey and leisure skate programs.

Instructional Skate Staff instructing Power Skating and Learn to Play Hockey programs are required to wear properly fitted CSA approved hockey helmets.

Other Skate Staff are strongly recommended to use a properly-fitted CSA-approved hockey helmet while on the ice.
- **Ski and Snowboard Staff**
On-hill supervisors, ski / snowboard instructors and members of the Canadian Ski Patrol System will be issued with a recognized ski and snowboard helmet for use while at work at the Toronto Ski and Snowboard Centres. Staff are required to wear this personal protective equipment while performing their specific jobs. Helmets will be issued for individual use and must be returned at the conclusion of the snow season.

For more information, please refer to:

- City of Toronto Local 79 Protective Equipment, Protective Clothing and Wearing Apparel – HR Policy
- Parks, Forestry and Recreation Aquatic Staff Manual
- Parks, Forestry and Recreation Wading Pool Manual
- Parks, Forestry and Recreation Helmet Policy for Ice Activities
- Parks, Forestry and Recreation Skating Staff Manual

West Nile Virus

The City of Toronto is committed to preventing and detecting West Nile Virus. The Corporation and Division has several policies which all staff should be aware of.

For more information, please refer to:

- City of Toronto West Nile Virus Policy – HR Policy
- Parks, Forestry and Recreation West Nile Virus Standing Water Remediation Policy
- Parks, Forestry and Recreation West Nile Virus (Staff Guidelines for Recreation Programs) Policy

Workplace Hazardous Material Information System (WHMIS)

WHMIS is designed to provide you with hazard information about controlled products you may encounter during your work day. You will be provided with mandatory WHMIS training when you attend NEO/REO training, including where to find hazard information (Material Safety Data Sheets), the contents of WHMIS suppliers and workplace labels, and types of workplace hazard controls. Employees are responsible to:

- Look for and read the labels on all products used at your job / program. Ensure that you understand any hazards connected with the product, and how to protect yourself / participants when using the materials.
- Label all containers if you are putting any hazardous products into smaller containers. The label must indicate the following (found on the label of the original container):
- Product Identification
- Safe handling information
- Material Safety Data Sheet (MSDS) statement
- Hazard symbol.

For more information, please refer to:

- Parks, Forestry and Recreation Mandatory Training for Part-Time Recreation Staff
- City of Toronto Corporate Health and Safety Policy – HR Policy.

2. Policies and Procedures – Operational Aggressive Behaviour

Anti-Bullying Policy

Bullying is the expression of power through negative actions or aggressive behaviour which causes physical and / or emotional harm to others.

Bullying can involve criminal behaviour and may take many physical or social forms including:

- physical or sexual assault
- theft, property damage
- psychological, affecting how an individual feels about themselves and causing a negative self-esteem (e.g. exclusion from a group, spread of gossip or rumours about someone)
- emotional, causing feelings of sadness or hurt feelings (e.g. verbal harassment: name-calling, jokes, taunts, put-downs, threats, intimidation and sexist, racial, or homophobic comments)
- cyber / electronic bullying (e.g. verbal and / or pictorial harassment through e-mail, text messages, cell phones, pagers or internet).

Staff are responsible to create a safe and caring environment free from bullying. Staff will intervene to stop bullying and will use approaches that are positive, supportive, consistent and proactive when dealing with participants.

For more information, please refer to the Parks, Forestry and Recreation Anti-Bullying Policy.

Child and Youth Guidance Policy

This policy applies to children and youth (under 18 years of age) participating in Parks, Forestry and Recreation programs. Inform your Community Recreation Programmer or full-time Supervisor before suspending a child. Be sure to contact the parent / guardian to advise them of the situation and next steps.

For more information, please refer to the Parks, Forestry and Recreation Child and Youth Guidance Policy.

Code of Conduct Policy

Toronto Parks, Forestry and Recreation promotes a safe, welcoming, positive inclusive environment where people are valued and respected. Staff, volunteers and participants are expected to be considerate, to respect people and their rights, and to show proper care and regard for City property and the property of others.

The Code of Conduct will be actively monitored by Parks, Forestry and Recreation staff. Document all violations in a daily log book. Complete a Participant Minor Injury / Incident Report for violations that result in injury / incident and forward to your direct Supervisor.

To suspend or ban a participant from the property due to continuous breach of the Code of Conduct staff must have a verbal discussion with the participant about behaviour and document facts. If the behaviour continues have a meeting with participants to review Code of Conduct and behaviour. The participant must sign that they understand the Code of Conduct agreement for change. Give them a warning letter and document all steps that have been taken and facts collected. If no noticeable change occurs, follow up with the appropriate suspension and ban procedures as outlined in the Suspension and Ban Policy.

For more information, please refer to the Parks, Forestry and Recreation Code of Conduct Policy.

Suspension and Ban Policy

Under the authority of the Trespass to Property Act, City staff may suspend or ban an individual that has engaged in an activity which is prohibited on City of Toronto property. As part-time staff, you have the authority to verbally suspend an individual for the remainder of the day to up to three days. You may only do so if you feel the safety of the individual, patrons or staff may be compromised if the individual remains on the premises. When you verbally suspend an individual you must provide the name and phone number of the full-time staff that you report to and ask the individual to arrange a meeting with full-time staff to discuss the incident before returning to the program/facility.

Depending on the severity of the behaviour, a full-time Supervisor may request the General Manager of Parks, Forestry and Recreation to suspend

an individual for one week to one year or ban an individual for one to three years.

For more information, please refer to the Parks, Forestry and Recreation Suspension and Ban Policy.

Customer Service – General Information

Complaint Procedure for Parks, Forestry and Recreation

Complaints will be:

- dealt with promptly and resolved as quickly as possible (within 14 days from receipt of the complaint)
- treated confidentially and steps will be taken to help protect a complainant's privacy.

Complaint investigations will be fair, impartial and respectful to parties involved.

Complainants will be:

- advised of their options to escalate their complaint if they are dissatisfied with the outcome
- provided clear and understandable reasons for how decisions on the complaint were made
- advised (where appropriate) that staff are required to follow established policy and procedures, collective bargaining agreements and council directives
- provided with updates throughout the complaint process.

How Clients Can Submit a Complaint:

- Email **parks@toronto.ca**. The subject line must read, "Attention: Complainant Handling."
- Call 3-1-1, contact your local Parks, Forestry and Recreation facility or staff member, or call the Parks, Forestry and Recreation Complaints Line at 416-338-5058.
- Fax the complaint to the Parks, Forestry and Recreation General Manager's Office at 416-392-8565.
- Mail – The General Manager's Office, Attention: Complaint Handling, Parks, Forestry and Recreation, Toronto City Hall, 100 Queen Street West, West Tower, 4th Floor, M5H 2N2.

- In person at any Parks, Forestry and Recreation facility.

For more information, please refer to the Parks, Forestry and Recreation Complaints Procedure at: toronto.ca/parks/complaintsprocedure.htm.

Sale of Items in Parks, Forestry and Recreation Facilities

Items may be sold as part of a recreation program where proceeds enhance the activity. Parks, Forestry and Recreation may support the sale of items for charities and other worthwhile causes. Persons wishing to sell items must obtain prior approval from the Full-time Supervisor. Staff may not give out City of Toronto phone numbers to take orders or sell items.

Customer Service - Registration

Customer Service Support

Customer Service staff are available to help clients with registration, where English is not their first language.

Family Accounts

City staff must not change the information on their Parks, Forestry and Recreation accounts, all changes to a Family Account must be processed by a Customer Service Representative either in person or through 416-338-4FUN. Staff must also adhere to Family Account policies where only immediate family members can be added to an account. Staff are not exempt from paying non-resident fees if applicable.

Staff Registration

City staff are not authorized to directly process registration for themselves and / or their family members on the CLASS registration system. Registration for staff and their families must be processed by a district Registration Officer or by using the TTR or the 416-338-4FUN phone registration line or online at toronto.ca/torontofun.

Unpaid Balances

Under the cash handling policies and procedures, alert texts on frozen accounts must be read and adhered to. Opening a new account in such an instance or ignoring an outstanding balance is strictly forbidden.

User IDs

Sharing of user IDs for access to the CLASS system is strictly forbidden. Staff are not allowed to share their user ID or password with any other staff.

For more information, please refer to the Parks, Forestry and Recreation Customer Service Representative Manual.

Welcome Policy

The City of Toronto's Welcome Policy is a fee-subsidy program that provides access to free City-operated recreation programs for individuals and families living below the Low Income Cut-Off. As a Welcome Policy member, individuals and families can register for Toronto's recreation programs free of cost and enjoy the benefits of a wide variety of recreation programs and services.

The public can call 3-1-1 to apply for the Welcome Policy. Torontonians receiving social assistance automatically apply for membership.

Another component of the Welcome Policy is Priority Centres. These are 21 Priority Centres located across the City of Toronto that offer programs for children, youth and older adults at no charge. Please refer to a Parks, Forestry and Recreation FUN Guide for a list of these Priority Centres.

Emergencies - General Information

After Hours Emergency On-call Supervisor Numbers

- Aquatic Issues (Summer Only: June 16 to September 2, 2012)
Call the On-call Aquatic Supervisor: 416-717-2151

The emergency on-call system is in place:

- Monday to Friday, 4 pm to 12 am (midnight)
- Weekends and Holidays, 8 am-12 am (midnight).
- Facility and Recreation Issues
Call the On-call Facility / Recreation Supervisor pager service, state your name, work location, situation, shift and phone number where you can be reached. Stay by the phone until you receive a return call.

The emergency on-call system for Facilities/Recreation is in place from:

- Monday to Friday, 4 pm to 7 am*
- Weekends and holidays, 24 hours a day.

Etobicoke-York Facilities and Recreation	416-381-6596
Scarborough Facilities and Recreation	416-688-4558
Toronto and East York Facilities and Recreation *(After 3 pm)	416-990-5128
North York Facilities and Recreation	416-245-5544 (Leave a message for pager # 96429)

For a complete list of on-call numbers for your district (e.g. Parks, Urban Forestry, Maintenance, TDSB Facilities, Technical Services, etc.) please contact your Full-time Supervisor.

Emergency Response Plan

Each Parks, Forestry and Recreation program location has a site-specific Emergency Response Plan to help staff respond effectively to emergency situations, handle operational issues and deal with media inquiries. The plan provides an overview of the assigned responsibilities for each of the action steps.

Recreation staff should be familiar with emergency procedures if there is an incident at a parks or facility involving members of the public or staff.

For more information, please refer to:

- The facility Emergency Response Plan Binder located at your facility
- The Parks, Forestry and Recreation Emergency Response Plans Policy.

How Do I Prepare?

Location staff must train for emergencies and practice action plans before a program season starts and before a staff person starts their first shift. Staff must know the location of all first aid kits, phones and fire extinguishers; and the address, phone number and nearest major intersection of their program location.

Lock Down Procedures

A lock down is an emergency situation where staff must ensure that everyone remains inside the facility as evacuation of the facility will place participants, community and staff in danger. Threats involving lock downs may include:

- sighting a dangerous weapon
- hearing that a weapon or threat may be present or nearby
- a “person of interest” to police is inside or close-by.

Lock down procedures are customized for specific facilities. Speak to your Community Recreation Programmer to review lock down procedures for your program location.

Lost Participant(s)

A Lost Participant Emergency Plan must be developed for each program location, as per the Parks, Forestry and Recreation Lost Participant Policy guidelines. For all division programs, staff must conduct head counts on a regular basis, including during transitions and prior to an emergency evacuation, to ensure that there is an immediate awareness of missing participant(s).

If staff require counselling following involvement in an emergency situation, they may contact the Employee Assistance Program at 416-392-6633 or TTY 416-338-2916, 24/7.

For more information, please refer to the Parks, Forestry and Recreation Lost Participant(s) Policy.

What Would I Do In The Event of an Emergency?

Is it a Major or Minor Emergency?

- **Minor Emergency** (serious situation that is not life-threatening)
Examples: First aid accidents, vandalism, incidents involving non-violent behaviour.
- **Major Emergency** (life-threatening situation)
Examples: Electrical failure, fire, illness and injury (heart attack, bleeding, non-breathing, shock) or violence.

Who Do I Contact In An Emergency?

During regular business hours all calls are to be directed to your Full-time Supervisor. If the emergency occurs after regular business hours, call the appropriate On-call Supervisor.

For more information, refer to the Parks, Forestry and Recreation Medical Emergency Procedures Policy and the Ontario Occupational Health and Safety Act.

Emergencies - Medical Emergency Procedures

It is imperative that you use a mask with one way valve and protective gloves when administering first aid.

Medical Emergencies Involving Employees

1. Follow first aid procedures outlined in the Parks, Forestry and Recreation Medical Emergency Procedures Policy.
2. Immediately report all work-related accidents / incidents involving staff to the full-time Supervisor or the appropriate On-call Supervisor.
3. If the staff member is critically injured, send them to the hospital by ambulance. A full-time staff will meet the employee at the hospital and stay with them to monitor the situation.
4. If an employee requires clinical care only, contact the full-time or On-call Supervisor to arrange for transportation (i.e. ambulance or taxi) to a health-care facility. By law, the employer must provide transportation to a medical facility if he/she is injured. Staff should not drive themselves to the doctor. Taxi Chits may be provided for transportation to a medical facility. Check with your Community Recreation Programmer to ensure that taxi chits are available, and have correct account numbers.
5. Ensure the appropriate forms are sent with the patient to the doctor. The full-time staff is responsible to ensure that the following documentation is completed as required by the Parks, Forestry and Recreation Medical Emergency Procedures Policy:
 - a) Supervisor's Report of Injury / Accident – to be completed together with the Supervisor where possible.
 - b) WSIB Worker's Report of Injury (Form 6) – to be completed by the medical professional at the time of the accident.
 - c) Return to Work Information Form.

All work-related accidents / incidents involving staff must be recorded on appropriate forms. You must complete a form no matter how minor the incident / injury may seem.

Minor Medical Emergency - Procedures

1. Inform other staff of situation.
2. Provide immediate and appropriate care of victim and / or situation.
3. Seek appropriate medical care, where required.
4. Ensure that staff who are attending to the situation are adequately replaced or participants are adequately supervised.
5. Return to normal program / operation at earliest appropriate time.

If an ambulance is called for a non-emergency / non-life-threatening situation, call 9-1-1 and clearly identify what the ambulance is required for.

Minor Medical Emergency - Follow-up / Communication

1. Complete Participant Minor Injury / Incident Report.
2. Submit the report to the full-time Supervisor for review.
3. Contact parent / caregiver if participant is a minor (under 18 years old) to inform them of the incident.
4. Follow-up with victim or parent / caregiver. Include this information on the incident report prior to forwarding it to the full-time Supervisor.

Major Medical Emergency - Procedures

- First Staff Person at the Scene:
 1. Identify the type of emergency.
 2. Alert other staff at the program location.
 3. Assess the situation. Check for hazards.
 4. If safe to proceed, take appropriate action to protect yourself and others, and if necessary wear gloves and a mask.
 5. Assess the victim(s) for consciousness, breathing, bleeding, and Injuries.
 6. Assess whether the victim has sustained a critical injury - an injury of serious nature that:
 - i. places life in jeopardy
 - ii. produces unconsciousness
 - iii. results in substantial loss of blood

- iv. involves the fracture of a leg or arm but not a finger or toe
- v. involves the amputation of a leg, arm, hand or foot but not a finger or toe
- vi. consists of burns to a major portion of the body, or
- vii. causes the loss of sight in an eye. (Ontario Occupational Health and Safety Act, R.R.O. 1990, Reg.834, s.1).

If a critical injury has occurred to either a member of the public or a staff person, a Community Recreation Programmer or full-time / On-call Supervisor must be contacted. Full-time staff is responsible to contact the Ministry of Labour to investigate the incident. Ensure the Parks, Forestry and Recreation Health and Safety Unit is notified of critical injuries and Ministry of Labour activities immediately.

7. Administer First Aid to the victim(s).

- Other Staff at the Scene:

1. Check in with the first staff person at the scene.
2. Activate Emergency Medical Systems (EMS) by calling 9-1-1.
Give the name and address of your location. Listen to the prompts from the dispatch operator and answer the questions in sequence. You will need to explain what happened and the condition of the victim(s).
3. Help with Administering First Aid and bring any necessary equipment to the scene of the emergency. Find out the medical history of the victim(s) if possible.
4. Record relevant data including names, addresses and phone numbers of witnesses.
5. Facilitate crowd control.
6. Meet the emergency vehicles at the street entrance and direct personnel to the accident site.
7. Ask emergency personnel which hospital they will take the victim(s). Ensure that you have obtained the badge number of each emergency personnel or Ambulance ID# involved in treating the victim.
8. Provide any known medical information with the victim.
9. If the victim is an adult, ensure their wallet/purse is sent with them to the hospital.
10. Contact the full-time or On-call Supervisor

Major Medical Emergency – Follow-up / Communication

1. If the victim is a child, notify parents / caregivers / emergency contact of the victim's situation. Provide with the name of the hospital and the name and office phone number of the Community Recreation Programmer for follow-up.
2. The full-time or On-call Supervisor will contact the Media Hotline at 416-560-8726. Communications staff will advise them on how to manage reporters on the scene and will work with senior management to designate an official divisional spokesperson. Do not speak to reporters until you have called the Media Hotline and have been advised that you can speak to the media. You can give reporters the Media Hotline number. Do not discuss details of the situation with anyone. If the media contacts you, follow the Parks, Forestry and Recreation Media Policy procedures.
3. Immediately identify witnesses of the incidents and interview witnesses for their statements.
4. Seal off the accident site so that the area can be secured for follow-up investigation.
5. Complete a Major Emergency Report, and submit it to your full-time supervisor immediately.
6. If a program needs to be discontinued / closed due to the incident, the full-time supervisor will make arrangements to do so.
7. If possible, resume programming. Be aware that the area where a critical injury occurred may need to be secured for the purpose of a Joint Health and Safety Committee or a Ministry of Labour investigation.

Equipment

Equipment and Supplies

All equipment and supplies, whether damaged or whole, must be returned to inventory. Inventory control will determine which items are salvageable and which are to be recycled or replaced.

Equipment Loans to Staff

Staff are not permitted to borrow divisional equipment for their personal use.

Expenditures

Authorized Expenditures

Your Community Recreation Programmer must grant permission to obtain supplies and equipment and to book guest speakers before any purchase is made. Do not expect reimbursement for unauthorized items.

Cash-Handling Procedures

All cash received must be acknowledged with a receipt. Staff must keep a record of all monies collected. All monies must be deposited into a facility safe and deposited in the bank, as per cash handling and internal control policies and procedures.

Illness

Administration of Medication

Under some circumstances, staff may be responsible to administer prescribed medication to participants. Approval is based on the full-time recreation staff's ability to ensure safe storage and administration of the medication. No staff person should administer medication without appropriate briefing, training documentation and written consent from parents/guardians. Staff may administer auto injectors (Epipen®), but not needles or Ana-Kits. Epipen® users must bring Epipens® to programs.

For more information, please refer to Parks, Forestry and Recreation Administration of Medication Policy.

Bed Bugs

Toronto is experiencing a resurgence in bed bug infestations. Bed bugs can be seen with the naked eye and are similar to an apple seed in size and appearance. They are most likely to be found in seams, cracks and crevices around beds, sofas or chairs. Bed bugs prefer to feed on human blood, biting at night. Bed bugs can cause an allergic reaction in some people.

Please refer to the corporate policy for information on the City's responsibility, exposure to risk assessment, and resources available.

For more information, please refer to:

- City of Toronto – Bed Bugs: Addressing Employee Concerns with

Respect to Bed Bugs – HR Policy

- Toronto Public Health Webpage on Bed Bugs: toronto.ca/health/bedbugs/index.htm

Contagious Illnesses

Parks, Forestry and Recreation procedures for managing the spread of contagious illness in recreation programs and facilities are based on the Toronto Public Health Infection Control Manual. The procedures include information on:

- Prevention
- Hand washing
- Barrier protection
- Cleaning
- Disinfecting solutions and body fluid clean-up
- Garbage disposal
- Needle-stick injuries
- Injuries with body fluid exposures
- Body fluid exposures to the eyes, nose, or mouth
- Outbreak identification
- Managing an outbreak

For more information, please refer to the Parks, Forestry and Recreation, Community Recreation Branch Procedures for Reducing Contagious Illness.

Ill Participants

Should a participant become ill during a program, staff must ensure that the participant receives proper care and follow the procedures outlined in the policy, Care for Participants that Become Ill during Program Hours.

For more information, please refer to:

- Parks, Forestry and Recreation Care for Participants that Become Ill during Program Hours Policy
- Parks, Forestry and Recreation Dealing with Participants that Have a Contagious Illness or Health Condition Policy.

Lice Procedures

Due to the sensitive nature of this issue, staff and volunteers will treat children and families with dignity / respect and maintain confidentiality

at all times. The Community Recreation Programmer will have the following documents readily available for distribution:

- Toronto Public Health's Head Lice Fact Sheet
- Letter to Parents / Guardians of Child with Possible Head Lice
- Letter to Parents / Guardians of Program Participants of Possible Head Lice
- Letter to Adult Participant with Possible Head Lice.

Part-time staff are responsible to communicate the possible head-lice outbreak with participants and staff as outlined in the Head Lice Guidelines.

For more information, please refer to the Parks, Forestry and Recreation, Community Recreation Branch Head Lice Guidelines.

Program Cancellations

Accessibility for Ontarians with Disabilities Act, 2005, (AODA) – Notice of Service Disruption

It is the City's legal responsibility to inform clients if there is a temporary disruption in the availability of services, programs and facilities used by persons with disabilities (e.g. temporary loss of elevator service). The City will notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of any alternative facilities or services, via postings in conspicuous places at the affected premises, other City facilities, and the City's website toronto.ca, as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

Employee Notification in the Event of Emergency Closures

In the event of an emergency facility closure (e.g. flood, power outage, labour disruption), part-time staff should immediately contact their Community Recreation Programmer during regular business hours, or the On-Call Supervisor after hours for further directions.

Inclement Weather

Severe ice, snow or other weather conditions may require programs to be cancelled or facilities to be closed. Decisions about program cancellations

are broadcast by radio on popular stations such as CBC (fm 99.1), CFRB (am 1010), The TEAM (am 1050) and Rogers Community Cable 10 television. Programs in pools may be cancelled due to a pool fouling. The Toronto Ski and Snowboard Centres operate in all weather conditions – check with your facility regarding reporting to work due to inclement weather.

Decisions about total closure of facilities and cancellation of programs will be made by appropriate senior management staff in a timely fashion. Community Recreation staff will post a message on the 3-1-1 information line alerting both staff and public to the closures of Parks, Forestry and Recreation facilities.

Where possible, permanent staff will try to contact recreation staff to advise them of cancellations. Part-time recreation staff may also be asked to assist in contacting clients.

Part-time recreation staff are not paid for cancelled program hours unless they are required to attend the location. Staff are paid for administrative duties related to the cancellation of programs (i.e. calling clients).

Insufficient Registration

A program may be cancelled at management's discretion if it is deemed that the program has insufficient registration.

Program Delivery and Evaluation

HIGH FIVE QUEST 2 Program Assessments

Parks, Forestry and Recreation is committed to providing quality sport and recreation programs and aims to provide every child with a positive experience in its programs. In keeping with this commitment, staff that have been trained in "Using the HIGH FIVE QUEST 2 Tool" will evaluate Parks, Forestry and Recreation programs on a regular basis. HIGH FIVE QUEST 2 Program Assessments are based on the HIGH FIVE Principles of Healthy Child Development workshop.

For more information, speak to your Community Recreation Programmer and visit highfive.org.

Lost and Found Policy

Lost Items

- Find out when and where the item was lost.
- Consult the Lost and Found Items Form to determine if the item has been turned in.
- Advise the employee or member of the public that she/he will be notified if the missing item is found.

Found Items

- Bring found items in to the nearest Parks, Forestry and Recreation facility.
- Log any unclaimed Items on the Lost and Found Items Form, and lock unclaimed items in a designated holding place.
- Thoroughly investigate to determine if an owner can be located.
- After 60 days, if the item is not claimed, donate it to a registered, charitable, non-profit organization.
- Persons wishing to claim lost property must be referred to the full-time Supervisor and must provide ID.

For more information, please refer to the Parks, Forestry and Recreation Lost and Found Policy.

Participant Attendance

Program staff are responsible for maintaining accurate attendance for all registered programs. Attendance lists must be:

- in the possession of staff at all times during the program hours
- left at the facility in a secure place after program times
- returned to the full-time recreation staff for inputting at the end of each session.

For more information, please refer to the Parks, Forestry and Recreation Participant Attendance Policy.

Phone Access in Programs

To ensure safety, program staff must have access to a phone or reliable communication device at the program site at all times.

For more information, please refer to the Parks, Forestry and Recreation Phone Access in Programs Policy.

Police Protocol Policy

All staff are responsible to maintain a co-operative relationship with police. When police enter a facility, greet them, identify yourself as staff and offer assistance.

- When full-time Parks, Forestry and Recreation staff is not present, a designated part-time recreation staff will act as a liaison with the police.
- If requested, offer Police use of division phones or office space.
- If an arrest or major incident occurs, notify the full-time Supervisor who will contact the Media Hotline.
- Complete the appropriate incident report, document factually, include police officer badge numbers, and forward the report immediately to the full-time Supervisor.
- When a police officer requests access to personal participant information:
 - In Person - They must complete a “Law Enforcement Officer’s Request for Access to Personal Information” form. Staff must complete Part 1 of the form, ask the attending police officer for identification, and ensure that their badge number is recorded on the form. Police must complete Part 2 of the form.
 - By Phone - Refer the call to Corporate Access and Privacy (416-392-9684) prior to disclosing any personal information.

For more information, please refer to the Parks, Forestry and Recreation Police Protocol Policy.

Supervision of Participants

Program staff are responsible to supervise participants appropriately and actively as well as know their whereabouts at all times. Staff must ensure that ratios are met and systems are in place to ensure safety.

Camp and After-School Recreation Care staff must implement a safe arrival and departure procedure at their site. Parents / Caregivers or participants are required to sign-in when the participant arrives and sign-out when they leave. Participants should only be released to designated individuals. Staff may ask for photo ID.

For more information, please refer to:

- Parks, Forestry and Recreation Staff to Participant Ratios Policy
- Parks, Forestry and Recreation Camp Safe Arrival and Departure Policy

- Parks, Forestry and Recreation After-School Recreation Care Staff Handbook

Supervision of Staff

Full time recreation staff will regularly visit programs and provide feedback to part-time staff regarding job performance. Part-time staff should feel free to contact their Community Recreation Programmer at any time.

- Investigation of Incidents – Immediate Supervisors will investigate any incidents involving other staff. Part-time staff will have an opportunity to explain the circumstances.
- Dissatisfaction with Supervision – Part-time staff should discuss any concerns about program operation or the supervision they are receiving with their immediate Supervisor. If staff are dissatisfied, it is appropriate to involve the next level of the organization (Community Recreation Programmer or full-time Supervisor).

Toplessness in Public Pools and Parks

The City of Toronto's policy is to make its public pools and parks congenial for everyone, recognizing that some individuals may choose to exercise their right to go topless.

Women have the right to go topless. Only approach a woman about her being topless if requested by another patron. If necessary, inform the woman that another patron feels offended and ask her if she is willing to cover up. If the woman does not want to cover up then say thank you and walk away. Staff need to maintain a professional and courteous manner with all patrons. Inform the offended patron that you did ask the woman to cover up and that you can take no further action. If the patron would like to call the police then they may do so. Staff will not encourage this action. Fill out an incident report and forward it to the appropriate Supervisor.

For more information, please refer to the Parks, Forestry and Recreation Toplessness in Public Pools and Parks Policy.

Valuables

Staff must not leave money or any valuables unattended, or agree to hold participants' valuables. The City of Toronto is not responsible for lost or stolen items.

Volunteers

Volunteers are an important support to Parks, Forestry and Recreation programs and services. Staff are encouraged to include volunteers when delivering programs and services. Volunteers are not to replace existing jobs but to support, assist or enhance the existing staff complement.

Volunteers may not be left alone with a group of participants under any circumstances, whether on- or off-site. Volunteers are covered by the City of Toronto liability policy during program hours. Volunteers must complete appropriate Volunteer Application Forms.

For more information, please refer to the Parks, Forestry and Recreation Staff Volunteer Manual.

Waste Diversion

Since 2004, the division has been working to divert waste from landfill to support both Council direction and divisional priorities. Please follow the practices below at your work-place:

- Recycling bins are placed alongside litter receptacles at City parks and facilities. Bins for recycling include blue boxes, blue totes, blue recycling baskets and large in-ground recycling bins. Use these bins at work for your waste paper, cans, glass, bottles and jars, aluminum trays, plastic bottles and Styrofoam food containers.
- Reduce the amount of hazardous products you use. Choose natural or environmentally friendly products when possible. Always follow WHMIS guidelines listed on the container when using or disposing of hazardous waste.
- Use reusable containers for your lunch instead of paper, foil or plastic wrap. Bring your own mug for drinks and drink City of Toronto tap water instead of purchasing bottled water.
- Use reusable dishes where available in your facilities.
- Use both sides of paper when photocopying and make sure to re-use one sided paper for faxes or as scrap paper.
- Be creative. Before disposing of old bottles, cans and containers, use them to hold office or craft supplies. Stockpiled clean containers in your home or office can be donated for children's art projects to your recreation centre or local school.

For more information, please refer to the Parks, Forestry and Recreation Waste Diversion Resources: insideto.toronto.ca/pfr/waste_diversion/wd_resources.htm.

Publicity, Promotion and Media

Film / Video Permits

Permits are required for film or video shoots.

For more information, please contact the Toronto Film and Television Office (TFTO) at:

- 416-338-FILM (3456)
- toronto.ca/tfto/index.htm

Media Relations

Parks, Forestry and Recreation media relations efforts aim to communicate key messages and promote divisional events and programs to the media in a positive, consistent manner. The division designates senior management spokespersons to respond to inquiries. Other staff may be designated as spokespersons on a particular subject or event.

If you are approached or contacted by a member of the media (including newspaper, TV, radio, internet or freelance reporters, photographer and video / film crews) try to be helpful. Ask them what information they need, what story they are working on and what their deadline is. Tell them you need to speak to your media personnel, and call the Media Hotline immediately at 416-560-8726, during regular business hours (Mon - Fri, 8:30 AM - 4:30 PM). After hours, call the On-Call Supervisor. You may also provide reporters with the Media Hotline number.

Do not provide comment or opinions until you've spoken to the Media Hotline staff or the On-Call Supervisor who will review the media request with you to determine the appropriate response or divisional spokesperson for the issue.

For more information, please refer to the Parks, Forestry and Recreation Media Policy.

Multimedia Consent Form (Photo Permission Form)

If members of the media arrive at your park or facility looking for a story or a photo opportunity, advise them that they must have permission from Parks, Forestry and Recreation to video or photograph our facilities. These inquiries should be directed to the Media Hotline 416-560-8726.

Media and film / video crews frequently ask to use footage or shots of Parks, Forestry and Recreation programs in progress. To protect the privacy of participants and to protect Parks, Forestry and Recreation from liability, participants who may be clearly identifiable in shots must sign a Multimedia Consent Form. A parent / guardian must sign for children and youth under the age of 18. Copies of the Multimedia Consent Forms are available at your facility and on the City of Toronto's intranet site insideto.toronto.ca/protocol/photo_video_faq.htm.

Note: If news photographers or video crews are covering an event that is open to the public, Multimedia Consent Forms are not required.

Parents / Guardians Taking Photos / Videos

Patrons who wish to use a video camera or other cameras in any Parks, Forestry and Recreation must receive permission from staff before filming. Pictures may only be taken of participants in their care. Every attempt should be made to limit or eliminate other patrons in the background. When possible, staff should make a verbal request for permission to photograph other patrons who may be in the area where pictures are being taken. Appropriate documentation of verbal permission should be noted in the facility log.

Private Permits

Permit holders may invite the media to generate publicity for their events. Staff should be aware that media are present, but permission and Model Release Forms are not required.

Use of Photographic Devices in Change Rooms and Washrooms

The use of photographic devices; cameras, video cameras, camera cell phones and personal digital assistants are prohibited in all Parks, Forestry and Recreation facility change rooms and washrooms and at all Parks,

Forestry and Recreation programs that operate in non-Parks, Forestry and Recreation facilities.

For more information, please refer to the Parks, Forestry and Recreation Photography Policy and Use of Photographic Devices.

Reporting

Abuse of Elders, People with a Disability, or other Vulnerable People

If you suspect any form of abuse of elders, people with a disability or other vulnerable people, report your suspicion to your direct Supervisor.

Child Abuse Reporting

Parks, Forestry and Recreation staff and volunteers are obligated to report any suspected or disclosed child abuse or neglect as set out in the Ontario Child and Family Services Act. Staff and volunteers have a legal obligation to report directly to a children's aid society and must not rely on any other person to report on his / her behalf.

There are four main types of child abuse: physical abuse, sexual abuse, emotional abuse, and neglect. The Parks, Forestry and Recreation policy provides detailed information on:

- 13 scenarios where a child is in need of protection, as outlined by the Ontario Child and Family Services Act
- Procedures for reporting, notifying your Supervisor, documentation, and follow up
- Emergency crisis situations
- Parks, Forestry and Recreation Record of Suspected Child Abuse Reporting Form.

For more information, please refer to the Parks, Forestry and Recreation Child Abuse Reporting Policy.

Hazard Identification and Reporting

A hazard is a circumstance with a potential to cause an undesired event that may result in injury, illness or property damage.

Identify a hazardous situation by asking yourself question like, “What if:

- I step on it?”
- It’s heavy?”
- It’s hot?”

Prevent accidents by reporting hazards immediately to your Supervisor (part-time or full-time). Report using a Hazard Reporting Form, a Participant Minor Injury / Incident Form, or if urgent, verbally report the hazard.

Incident / Accident / Damage Reporting

Report incidents, accidents, and property damage that occur in the workplace on the Participant Minor Injury / Incident Report Form and forward to your part-time Supervisor on the same day. If the incident or accident is urgent, also make an immediate verbal report to your full-time Supervisor.

Trips

Off-Location Trips

Off-site trips require the approval of the full-time Supervisor before any arrangements are confirmed. All child / volunteer participants must have signed parent / guardian permission to attend any off-site trips.

The following ratios must be adhered to:

- 1:5 5 years of age and under
- 1:10 6-12 years of age
- 1:15 13-24 years of age

A minimum of two staff or one staff and a volunteer must supervise every trip regardless of the number of participants. Program staff on the trip must take a complete list of all participant names, phone numbers, emergency contacts and known medical information.

Participants are required to wear City of Toronto identification (e.g. wrist bands and / or t-shirts) that includes the name of the program and emergency contact information.

When a trip is planned for a swimming area, or where there is a known water hazard, qualified lifeguards must be present. Ask your Community Recreation Programmer for guidance when any natural hazards may be present. If no qualified lifeguards are present, arrangements must be made in advance to bring the required number of qualified City of Toronto Lifeguards along on the trip. Staff must wear identifiable uniforms while in the pool area.

For more information, please refer to the Parks, Forestry and Recreation Off-Location Trip Policy.

Overnight / Wilderness Out-tripping Policy

Overnight trips involve a group of participants who stay over for a single night or for an extended period of time. The overnight location must be within 200 km of the district's civic centre. Medical assistance or a hospital must be available. All child / volunteer participants must have signed parent / guardian permission to attend any overnight / wilderness trips.

The following overnight ratios must be adhered to:

- 1:8 6-12 years of age
- 1:10 13-24 years of age

Wilderness trips involve a group of participants that travel to a location outside of the city proper and participate in activities such as canoeing, fishing, and hiking.

The following wilderness / out-tripping ratios must be adhered to:

- 1:5 13-24 years of age

Part-time staff must complete a Trip Planning Form for the overnight / wilderness excursion with the Community Recreation Programmer. Upon arrival at the off-site location staff must complete a location safety check.

For more information, please refer to the Parks, Forestry and Recreation Overnight / Wilderness Out-tripping Policy.

Swimming Pools

A trip to a City of Toronto operated public swimming program does not require special arrangements for lifeguards, as they are provided as part of

the program. If the pool is permitted for the exclusive use by the program participants, arrangements must be made in advance for the required number of qualified lifeguards. As a courtesy to aquatic staff, please notify them of your visit prior to your arrival.

Transportation Policy

Transporting participants, staff or volunteers in personal vehicles is discouraged. In some circumstances, personal vehicles may be used.

For more information, please refer to the Parks, Forestry and Recreation Transportation Policy.

Weather

Severe Weather Guidelines and Procedure

If the majority of your duties are outside, then you must contend with a wide variety of weather conditions. Remember the basics of personal comfort when working in extreme temperatures. Hypothermia, frostbite and other cold-related illnesses present serious potential problems on cold and windy days. To reduce the risk:

- layer your clothing
- stay active when outside
- don't stay outside for extended periods of time in extremely cold conditions
- wear gloves or mittens
- wear a wool hat
- drink warm liquids
- have a change of clothes or extra clothes available.

For more information, please refer to:

- Park, Forestry and Recreation Severe Weather Guidelines and Procedure for Parks, Forestry and Recreation Staff Policy
- City of Toronto Cold Stress Policy on Climate-Related Hazards - HR Policy

Parks, Forestry and Recreation Smog Alert Response Plan Policy

In the event of a smog alert notice, Parks, Forestry and Recreation staff is encouraged to:

- decrease / eliminate the use of mechanical equipment and transportation / busing
- modify programs (especially outdoors or arts and crafts)
- be aware of respiratory problems
- provide information to parents / caregivers.

For more information, please refer to:

- Parks, Forestry and Recreation Smog Alert Response Plan Policy
- City of Toronto Corporate Smog Alert Response Plan toronto.ca/health/airquality/smog/csarp.htm
- City of Toronto Heat Stress Policy on Climate-Related Hazards - HR Policy
- Shade Guidelines and Policy - Public Health Policy.

Sunsmart Policy

Staff are responsible to:

- Apply sunscreen, wear a hat, long sleeved T-shirt and sunglasses when their duties require them to be outdoors
- Inform program participants of the potential dangers of exposure to the sun and of any available education material.

Parents / caregivers are responsible to apply sunscreen to their child(ren) prior to the start of the program. Staff are only permitted to apply sunscreen for those who cannot apply sunscreen on their own (e.g. children with a disability) and only when the parent has provided written permission for staff to apply sunscreen.

For more information, please refer to the Parks, Forestry and Recreation Sunsmart Policy.

3. Policies and Procedures – Staff-Related

Employment

Absence

Part-time staff that are unable to work due to illness or other unavoidable circumstances must notify their Community Recreation Programmer at least three hours before their start time. Staff failing to report for work,

or who fail to follow reporting and / or shift replacement procedures may be disciplined.

Staff that wish to be absent for a shift for reasons other than illness or unavoidable circumstances must have this absence approved by their Community Recreation Programmer. Part-time staff is responsible to find a substitute for any time off that is granted. Consult your Community Recreation Programmer for staff replacement procedures specific to your own program area.

Staff do not receive sick pay and are paid only for hours worked.

Conflict of Interest Policy

City of Toronto employees are expected to conduct themselves with personal integrity, ethics, honesty and diligence in performing their duties for the organization. Employees are required to support and advance the interests of the organization and avoid placing themselves in situations where their personal interests actually or potentially conflict with the interests of the City.

A conflict of interest refers to a situation in which private interests or personal considerations may affect an employee's judgment in acting in the best interest of the City of Toronto. It includes using an employee's position, confidential information or corporate time, material or facilities for private gain or advancement or the expectation of private gain or advancement. A conflict may occur when an interest benefits any member of the employee's family, friends or business associates. If you believe that you may be entering into a Conflict of Interest, discuss the issue with your full-time Supervisor.

For more information, please refer to the City of Toronto Conflict of Interest Policy – HR Policy.

Employee Assistance Program

The Employee Assistance Program offers short-term, confidential counselling information and referral services for City of Toronto employees and their eligible family members. The counselling and referral services are provided for personal, legal, relationships and financial issues.

For more information, please:

- call 416-392-6633 or TTY 416-338-2916, 24/7 or
- visit insidetoronto.ca/hrweb/eap/index.htm.

Employment Equity

Employment equity is intended to ensure that qualified members of designated groups, who traditionally have not had the same access to jobs as other workers, are able to compete for opportunities on equal footing. It ensures that barriers in employment practices are identified and removed.

The City of Toronto is committed to employment equity and encourages applications from women, members of visible minority groups, Aboriginal persons, and persons with disabilities / special needs.

For more information, please refer to the City of Toronto Employment Equity Policy – HR Policy.

Fraud Prevention Policy

The City of Toronto is committed to protecting its revenue, property, proprietary information and other assets. The City of Toronto will not tolerate any misuse or misappropriation of these assets. Any act of fraud that is detected or suspected must be reported immediately and investigated in accordance with this policy. Part-time staff that suspect or have reason to believe that a fraud has occurred are required to notify their Community Recreation Programmer or full-time Supervisor immediately.

To report suspected fraud, contact the Fraud and Waste Hotline at 416-397-STOP (7867).

For more information, please refer to the City's Fraud Prevention Policy and webpage: <http://www1.toronto.ca/wps/portal/toronto/content?vgnextoid=cde630f1248d4310VgnVCM1000003dd60f89RCRD>.

Information Technology - Acceptable Use Policy

The above policy outlines responsible use guidelines for technology (desk-top computers, email, internet, voice mail, fax machines, lap tops, photocopiers and mobile devices) by staff.

City phones and City-issued cell phones are for business or emergency calls only. Long distance and personal calls should not be made, unless

in an emergency situation and only when approved by the Community Recreation Manager.

Use of electronic devices including cell phones and personal digital assistants, is prohibited in changes rooms and washrooms at all Parks, Forestry and Recreation programs and facilities.

For more information, please refer to the IT Web - Acceptable Use Policy: insideto.toronto.ca/itweb/policiesstandards/acceptable_use.htm

Lunch and Rest Periods

Each staff person who works a shift of more than four (4) consecutive hours duration will be provided with an unpaid meal break of not less than one-half (½) hour. Each staff person will be provided with rest periods of fifteen (15) minutes during the first and second four-hour periods of the workday.

Lifeguards and Assistant Lifeguards will receive a minimum ten-minute alternative work assignment after two consecutive hours of direct supervision and scanning of a pool.

Performance Appraisals

Your performance at work is important. It is expected that while at work you behave responsibly and in a professional manner; and work in corporation with your colleagues. Staff performance appraisals are based on job descriptions and are conducted seasonally.

Police Reference Check

Police Reference Checks are conducted on all successful new candidates for specific part-time positions in Parks, Forestry and Recreation where the primary duty requires direct contact with children and / or vulnerable adults. A Police Reference Check is the final condition used to assist in determining suitability for employment and must be satisfied before a final offer of employment is made.

Immediately upon receipt, return the original Police Reference Check form stamped "No Information" to your Community Recreation Programmer. If you receive a notice of "Findings", you must notify your Community Recreation Programmer who will arrange for a meeting to

review the findings. Failure to comply may result in de-scheduling or termination of employment.

For more information, please refer to the Parks, Forestry and Recreation Police Reference Check Program Policy.

Probationary Period

The probationary period for Recreation Workers is deemed to have been completed following 1,040 hours of work. However, if an employee has worked for five calendar years and completed at least 750 hours of work, they will be deemed to have completed the probationary period for disciplinary or discharge purpose only.

Promotion to Full-time Employment

A Recreation Worker who secures any full-time position with the City of Toronto cannot also be employed on a part-time basis with the City.

Recreation Workers Scheduling Project

This procedure is the only process to schedule part-time Recreation Workers. The procedure considers shifts worked in the same program the preceding year, seniority, qualifications, and availability when scheduling Recreation Workers.

- Parks, Forestry and Recreation sends out two separate mail-outs for the fall / winter, spring / summer sessions that include an information package and applicable forms to all active Recreation Workers who have worked in the past 12 months.
- Recreation Workers who wish to continue working or return to shifts they had worked in the preceding year must complete and return the appropriate forms by the specified due date. It is the responsibility of the Recreation Worker to notify the City of any address changes.
- Staff may not work more than 32 hours per week in one classification (with the exception of certain seasonal operations).
- Confirmation of Employment forms and schedules are provided prior to the beginning of each season / session which must be signed and returned to your Community Recreation Programmer.
- Returning employees who have submitted the appropriate forms by the specified due date are offered the same regularly-scheduled shifts at the same location, in the same program/ classification during the same season that they worked the previous year.

- Any regular hours of work that are still available after returning employees have been scheduled, are offered to the most senior returning employee who has worked in the past 12 months. Where more than one employee who has worked in the past 12 months is available, qualified and has submitted the relevant form, the City will consider operational needs, past performance, availability and seniority when offering work. Work will be offered to employees who:
 - a) worked at the same location and in the same program / classification who is qualified, available, and has submitted the proper form.
 - b) worked at the same location but in a different program / classification who is qualified, available, and has submitted the proper form.
 - c) is qualified, available, and has submitted the proper form.
- After all returning employees have been covered, returning employees whose forms were received after the deadline date will be considered for remaining regularly scheduled work, subject to being qualified and available (late forms will only be considered if a job offer has not been made and accepted).
- New hires will be considered for remaining regularly scheduled work after all returning employees have been considered.

Payroll

Change of Personal Information

To keep records current, notify your Community Recreation Programmer with any changes to your name, address, home or business phone numbers, direct deposit banking information and emergency contact. You must complete, sign, and submit a Personal Information Record Form or Payroll Direct Deposit Form to your Community Recreation Programmer for processing.

Hours of Work

Check with your Community Recreation Programmer to ensure that you are aware of your assigned work hours, including arrival times and duties. Staff are expected to arrive on time and ready for work.

Staff who work in more than one area or job function (for example, as both a Fitness Instructor and Preschool Instructor) are responsible for monitoring their own weekly hours to ensure that they do not exceed 80 hours within each biweekly pay period, no more than 13 hours in one day or 48 hours in one week.

Assignment of regular shifts will be subject to staff not working in the same classification in excess of 30 hours in one week with the exception of certain seasonal operations (e.g. summer, aquatics, ice rinks, snow centre operations and seasonal camps).

Kilometrage and Parking Claims Policy

Staff will be compensated for kilometres driven for City business. Staff must submit a Kilometrage and Parking Expense Claims form and ensure all trips are authorized as City business prior to requesting reimbursement.

For more information, please refer to:

- Parks, Forestry and Recreation Policy - Kilometrage and Parking Claims Policy
- City of Toronto Kilometrage Reimbursement for Use of Personal Vehicle for City Business – HR Policy

Leave of Absence

Staff are provided with a leave of absence for Bereavement Leave, Jury or Witness Duty, Pregnancy / Parental Leave, Citizenship Leave and Personal Leave (up to 5 unpaid days). Contact your Community Recreation Programmer, complete a Leave of Absence Request Form and forward it to your Payroll Clerk.

Pay Week

Part time staff are paid every two weeks. Payment is in arrears, by eleven days. The following table shows the Recreation Workers Pay Schedule for May 2012 to July 2013.

Pay Date 2012	Pay Period Begin	Pay Period End
Thursday	Monday	Sunday
Thu-May-31	Mon-May-07	Sun-May-20
Thu-Jun-14	Mon-May-21	Sun-Jun-03
Thu-Jun-28	Mon-Jun-04	Sun-Jun-17
Thu-Jul-12	Mon-Jun-18	Sun-Jul-01
Thu-Jul-26	Mon-Jul-02	Sun-Jul-15
Thu-Aug-09	Mon-Jul-16	Sun-Jul-29
Thu-Aug-23	Mon-Jul-30	Sun-Aug-12
Thu-Sep-06	Mon-Aug-13	Sun-Aug-26
Thu-Sep-20	Mon-Aug-27	Sun-Sep-09
Thu-Oct-04	Mon-Sep-10	Sun-Sep-23
Thu-Oct-18	Mon-Sep-24	Sun-Oct-07
Thu-Nov-01	Mon-Oct-08	Sun-Oct-21
Thu-Nov-15	Mon-Oct-22	Sun-Nov-04
Thu-Nov-29	Mon-Nov-05	Sun-Nov-18
Thu-Dec-13	Mon-Nov-19	Sun-Dec-02
Thu-Dec-27	Mon-Dec-03	Sun-Dec-16
2013		
Thu-Jan-10	Mon-Dec-17	Sun-Dec-30
Thu-Jan-24	Mon-Dec-31	Sun-Jan-13
Thu-Feb-07	Mon-Jan-14	Sun-Jan-27
Thu-Feb-21	Mon-Jan-28	Sun-Feb-10
Thu-Mar-07	Mon-Feb-11	Sun-Feb-24
Thu-Mar-21	Mon-Feb-25	Sun-Mar-10

Pay Date 2013	Pay Period Begin	Pay Period End
Thu-Apr-04	Mon-Mar-11	Sun-Mar-24
Thu-Apr-18	Mon-Mar-25	Sun-Apr-07
Thu-May-02	Mon-Apr-08	Sun-Apr-21
Thu-May-16	Mon-Apr-22	Sun-May-05
Thu-May-30	Mon-May-06	Sun-May-19
Thu-Jun-13	Mon-May-20	Sun-Jun-02
Thu-Jun-27	Mon-Jun-03	Sun-Jun-16
Thu-Jul-11	Mon-Jun-17	Sun-Jun-30

Pay

Vacation savings pay of 4%, 6% or 8%, depending on aggregate hours worked, of the total sum that you earn in a pay period, is added to your pay cheque as “vacation savings pay (VSP).” This additional money is subject to all the mandatory deductions i.e. income tax, Canada Pension Plan and Employment Insurance.

In accordance with the Collective Agreement, direct deposit is mandatory for Local 79 recreation staff. Your pay is deposited into your bank account. Note: Advise your Community Recreation Programmer of any change in banking information by submitting another payroll direct deposit form with the new information.

Every effort is made to ensure accuracy and timelines of pay. In the event of an error with your pay, contact your Community Recreation Programmer immediately. Make sure you can outline the specific problem. If you work at more than one location, you must contact each of the respective Community Recreation Programmers. All part-time recreation staff should keep track of their own working schedule (days, times, locations) and keep the pay statements in case there is a problem with pay.

Seniority

An employee will lose their seniority if they are not in receipt of wages for any period exceeding twelve (12) continuous months for reasons other than approved leave, including leave granted in accordance with statute.

Statutory Holiday Pay

Statutory Holiday pay is equal to an employee's average day earnings in the eight pay periods preceding the statutory holiday pay. This amount is calculated by Finance in the pay period after the holiday.

For more information, please refer to the City of Toronto CUPE Local 79 Recreation Workers' Part Time Collective Agreement.

Statutory Holidays

All instructional programs are cancelled on statutory and / or designated holidays. However, some recreational programs continue to operate on statutory and designated holidays. Please consult your Community Recreation Programmer or the Community Recreation Branch Holiday Plan if you are in doubt about program operation on the following days:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day.

For more information, please refer to the City of Toronto CUPE Local 79 Recreation Workers' Part Time Collective Agreement.

Staff Roles and Responsibilities

Electronic Games and Entertainment Devices

Part-time Recreation Workers are prohibited from using electronic games and entertainment devices in their workplace. At all times while on duty, staff must remain focused to ensure a safe and healthy environment.

Electronic games and entertainment devices include but are not limited

to: iPod, Discman, Xbox, Play Station, Game Boy, hand-held games, televisions, Blackberries, MP3s, PDAs, cameras and cell phones. These units should be left at home or locked in vehicles. If these units are brought to the workplace, they must be appropriately secured with other personal belongings. Staff who violate these regulations will be disciplined, up to and including dismissal.

Liability and Insurance

While acting within the scope of their duties, staff are covered for liability by the City of Toronto. Staff are expected to act in a reasonable and prudent manner. Guidelines for reasonable and prudent supervision include:

- the employee is competent
- the employee is present, and at the appropriate station
- discipline is established
- rules have been formulated to guide participants
- participants are behaving in an orderly fashion
- practices have been followed successfully in the past.

Be careful in programs that involve any risk, danger, use of strength, or possible injury. Do not take part in physical activities with participants except to demonstrate, or unless otherwise specified in your job description. An employee who does not impose safety standards may be deemed to be negligent and liable for injury sustained by a participant.

Sign-in Sheet

Each employee must sign in and out at assigned work location(s) both at the start and end of each shift. The sign-in sheets are used as the official record when preparing pay sheets.

For more information, please refer to the Parks, Forestry and Recreation – Recreation Workers' Sign-In Sheet Process.

Staff Conduct

Recreation staff represent Toronto and Parks, Forestry and Recreation. Staff behaviours and attitudes towards participants, parents, and other staff including maintenance make lasting impressions on the public. Staff are expected to arrive on time and ready for work; and dress and behave in a manner that reflects their responsible positions. While on duty and

working at any Parks, Forestry and Recreation location, the following behaviours are prohibited:

- Use of personal cell phone or other communication and entertainment devices
- Smoking
- Consumption of alcoholic beverages or drugs
- Abusive language
- Abusive behaviour or physical force
- Verbal and sexual abuse or harassment
- Internet access (unless approved by Community Recreation Programmer)
- Bringing your child(ren) to work with you.

Staff Uniforms

Part-time staff are required to wear a uniform while on duty to ensure that they are readily identified as a Parks, Forestry and Recreation employee, and to wear appropriate footwear for their job function. Uniforms must be worn properly. Alterations that significantly change the appearance of the uniform are not acceptable.

Uniforms must not be worn for personal social activities and must not be passed on to other individuals. Speak to your Community Recreation Programmer if you are unable to wear any part of your uniform. Part-time staff are responsible for cleaning their uniforms and maintaining them in good condition. Speak to your Community Recreation Programmer to order replacement or additional uniforms. Uniforms must not be donated to organizations such as Goodwill, Salvation Army, etc. but should be returned to the employer.

City of Toronto Lifeguards must wear City-issued lifeguard singlets identifying them as a lifeguard at all times while on duty.

Training and Staff Meetings

First Aid Certification Training

All Recreation Workers must have and maintain a current (within 3 years) First Aid certificate. Standard First Aid is a job requirement for all senior

part-time staff, aquatic staff, wading pool staff and CAN-Bike instructors. Emergency First Aid is a job requirement for all other part-time staff.

Aquatic staff must meet the Qualifications Deadlines as prescribed in the aquatics unit in order to remain eligible to work. Refer to Aquatic Qualifications Deadline Requirements.

Fitness instructors may need to recertify First Aid and/or CPR certifications on a more frequent basis in order to maintain employment eligibility requirements current. Refer to Fitness Certification Requirements.

For more information, please refer to the Parks, Forestry and Recreation First Aid Certification for Staff Policy.

HIGH FIVE Principles of Healthy Child Development (PHCD)

All senior part-time staff are required to attend HIGH FIVE Principles of Healthy Child Development training, offered by Parks, Forestry and Recreation. Principles of Healthy Child Development training is increasingly being offered to other part-time staff. Training is based on the HIGH FIVE Principles: A Caring Adult, Play, Friends, Mastery, and Participation.

For more information, speak to your Community Recreation Programmer and visit highfive.org.

New Employee Orientation (NEO) / Returning Employee Overview (REO)

All staff must attend mandatory and legislated NEO / REO training sessions, which include:

- Accessibility for Ontarians with a Disability Act (AODA) - Including Accessibility Standards for Customer Service
- Child Abuse Reporting
- Human Rights and Anti-Harassment
- People First
- Workplace Health and Safety.

For more information, please refer to the Parks, Forestry and Recreation Mandatory Training for Part-Time Recreation Staff Policy.

Reimbursement for Recertification of Awards

Reimbursement will be approved only for qualifications required for the position(s) held by the staff making the request. Staff that wish to apply for reimbursement must register for the course, pay the full fee and then submit proof of completion (valid certification document) and full payment (original, itemized receipt), to their Community Recreation Programmer upon completion of the course. This must be done no later than 12 months from the date of the recertification. The Community Recreation Programmer will submit the appropriate documentation to their Payroll Clerk for processing. Recertification of awards does not apply to annual dues paid to sports governing bodies.

Aquatic staff may need to recertify all required certifications before the expiry dates listed on their certification cards, to maintain current employment eligibility requirements.

For more information, please refer to the Parks, Forestry and Recreation Aquatic Staff Manual.

Staff Meetings

Staff are paid for meetings where attendance is mandatory.

Staff Orientation

All staff must receive an orientation prior to their first shift that includes but is not limited to:

- review of divisional policies, procedures and forms
- facility orientation
- overview of job description and expectations

For more information, please refer to the City of Toronto Health and Safety – Orientation Training and Program Standards – HR Policy.

Workplace

Human Rights and Anti-Harassment Policy

Under the Ontario Human Rights Code, every person has a right to equal treatment by the City of Toronto, with respect to services and facilities, accommodation, contracts and employment. The City of Toronto has

adopted this Human Rights and Anti-Harassment Policy to ensure ethical and respectful service and employment practices. Every person has the right to work in an environment free of harassment.

Harassment means improper comments or conduct that a person knows or should know would be unwelcome, offensive, embarrassing or hurtful. This includes comments, depictions, photos or other posted items on the internet and social networking sites with limited access such as “FaceBook.”

No person may be harassed because of race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, creed, sex, sexual orientation, age, record of offense, marital status, family status or disability. Any person who persists in such behaviours may be guilty of harassment and subject to discipline.

Staff is responsible to:

- Be familiar with their rights and responsibilities under the policy and the Ontario Human Rights Code
- Not engage in behaviour that would constitute discrimination or harassment under the policy
- Raise concerns as soon as possible if you have been discriminated against or harassed. Speak to your Community Recreation Programmer or full-time Supervisor.
- Document details of harassment / discrimination that are experienced / witnessed.
- Cooperate in interventions / investigations to resolve human rights / harassment issues.
- Maintain confidentiality related to human rights investigations.
- Report incidents of harassment / discrimination or retaliation that they witness.

For more information please refer to:

- Human Rights Office: 416-392-8383
- City of Toronto Human Rights and Anti-Harassment Policy - HR Policy
- City of Toronto Human Rights and Anti-Harassment Complaint Procedures - HR Policy

Smoke-free Workplace

All buildings operated by Parks, Forestry and Recreation are designated as smoke-free facilities. No one, including staff and volunteers, is permitted to smoke in any facility operated by The City of Toronto.

Workplace Violence

The City of Toronto is committed to working with its employees to provide a safe work environment. The City will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence and protect employees from acts of violence. The City is required to share information related to the risk of violence with employees including personal information of a person suspected of violent behaviour.

Violence includes:

- An attempt or actual physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker
- A statement / behaviour that could reasonably be interpreted as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Staff are responsible to:

- Maintain a safe work environment, whenever possible
- Not engage in or ignore violent, threatening, intimidating or other disruptive behaviours
- Report promptly to the immediate Supervisor any incident where the employee is subjected to, witnesses, has knowledge of, or has reason to believe that workplace violence may occur
- Notify their full-time Supervisor and complete a Workplace Violence: Threat and Incident Report Form when a threat or violent act occurs in a facility or program
- Be aware of appropriate methods to summon assistance, including notifying the Community Recreation Programmer, full-time Supervisor and calling 9-1-1 if necessary.

For more information, please refer to the City of Toronto Workplace Violence Policy - HR Policy.

This Handbook Belongs To:

Name _____

Employee # _____

Work Location(s) _____

Staff Phone Numbers

Staff Position	Name	Phone Number
Part-Time Program Supervisor		
Part-Time Area Coordinator		
Community Recreation Programmer		
Community Recreation Programmer (Alternative Contact)		
Community Recreation Supervisor/ Full-time Supervisor		
Community Recreation Manager		
On-Call Supervisor – Aquatic Issues (Summer Only) (After-Hours Emergency)		
On-Call Supervisor – Facility & Recreation Issues (After-Hours Emergency)		
Work Location(s)		
Work Location Address(es)		
Work Location(s) is/are located beside this major intersection		

