

New Bern Parks and Recreation General Security Plan

Purpose

The purpose of this General Security Plan is to provide a framework to ensure the protection and safety of our customers, employees, parks, and facilities. There are many elements that must be included in the plan to assure staff and customer safety. New Bern Parks and Recreation's plan is to educate employees on the operations and procedures necessary to provide the safest possible working conditions and environment for employees and for the public using its facilities.

Employee Involvement

Employee Training

Security and safety training are provided to all New Bern Parks and Recreation employees. Examples of training include facility inspections, handling disruptive behaviors and evidentiary items, etc. We also identify employee responsibilities related to general building security, outdoor areas and facilities, and overall departmental amenities security functions. The department conducts yearly training to ensure staff are familiar and educated on all the safety and security policies and procedures.

Park and Recreation Facility and Park Security

Locking key systems and associated assignments

- All New Bern Parks and Recreation facilities have locking key systems. Division superintendents are responsible for all key access and associated assignments.
- Parks and Recreation facilities are locked and secured by staff each day. Designated full-time staff are assigned facility, restroom, storage, and access gates keys by the administrative offices and staff immediate supervisors.
- Supervisors may request keys for their staff from the Director. Keys will only be issued to individuals who need access to a certain facility or gate on a regular basis.
- Only the Director is authorized to duplicate keys or grant authorization to designee
- Keys issued are the responsibility of the individual to whom the key is issued. Employees may not loan keys to unauthorized persons.
- Keys must not be left unattended. Any key found in the possession of an unauthorized person will be confiscated immediately.
- Employees who lose key(s) must notify their supervisor immediately. The employee who lost the key(s) may be required to pay the replacement cost of the key and may also face disciplinary action.
- Personal locks are prohibited on all doors and will be removed if found. Upon termination or resignation, keys must be turned into their immediate supervisor or to the Director.

Alarm system and assignments of security codes

- Facilities are monitored by alarm systems and designated staff are assigned security codes by division superintendents. High-valued facilities are equipped with video camera systems installed as a preventative measure, and to assist the police department in prosecution.
- Facilities with alarm and security cameras include: Parks and Recreation Administrative Office, West New Bern Recreation Center, New Bern Aquatic Center, Sexton House, and Grounds Maintenance Workshop.

Opening and closing procedures

- Established opening and closing hours of all parks and recreation facilities are displayed on signage to notify customers of the hours. If opening and closing hours are changed due to weather, special events, etc. the department will notify the public in a timely manner through signage and social media.
- Examples of opening/closing procedures are attached within this document

Fire Alarm and Fire suppression systems

- Fire alarm and fire suppression systems are located at the New Bern Aquatic Center. These systems receive annual inspections and are monitored monthly.
- Facilities and vehicles are equipped with fire extinguishers.

Emergency evacuation procedures

- Emergency evacuation diagrams are located throughout each facility and made visible for the staff and public to see. Evacuation procedures are detailed on page 33 in the Full-Time Staff Handbook

Critical incident response procedures

- Critical incident and response procedures are detailed under the Emergency Action Plan section of the Full-time Staff Handbook. The Emergency Action Plan gives protocols and procedures to follow in the event of critical incidents such as, but not limited to hazardous material spills, fire, bomb threats, and weather-related emergencies
- All city employees go through active shooter training, which is managed by the Human Resource Department. New employees receive active shooter training during orientation.

Vandalism

If you see vandalism or property damage to any parks and recreation properties, inform the Director immediately, regardless of the time of day or night. After contacting the Director, Vandalism must be reported to the Police.

Safety

- Our goal is to provide a safe workplace for all employees and visitors. Certain equipment and work projects require the use of PPE (Personal Protective Equipment). Please speak with your Supervisor in advance if PPE is needed, broken, missing or outdated.
- First Aid/CPR – Designated staff will be trained and certified in First Aid and CPR. Remember, when providing care, administer care only up to the level you have been trained.

- SDS (Safety Data Sheets) are located at each facility where any type of chemical is used. SDS took the place of Material Safety Data Sheets a few years ago. Please see your Supervisor for the location of the SDS Manual for your facility.
- First Aid Kits are located at each facility and on City Vehicles. If a kit is missing or the stock is low, see your Supervisor immediately.
- AED – Automated External Defibrillators are located at the following facilities: New Bern Aquatic Center, Stanley White Recreation Center (CLOSED), and West New Bern Recreation Center.

Safety Data Sheets (Sds)

Safety Data Sheets are documents that provide information relating to occupational safety and health for the use of various substances and products. Some of those product include, but are not limited to: Chlorine, Floor cleaner, Ajax, hand sanitizer, spray paint, WD-40, and more. The SDS provides instructions for the safe use and potential hazards associated with a particular material or product. SDS books are located at each facility and in vehicles as appropriate. All materials and products we use that require an SDS are located in these books. A Master book is maintained at Parks and Recreation Administration. The Special Project Coordinator is responsible for maintaining these books. Facility Supervisors are responsible for notifying the Special Project Coordinator when new materials/products are introduced at a facility/vehicle for use.

Emergency Action Plan

In the event of an emergency, it is important that you stay calm. Be prepared to respond to any type of situation. Staff members will be trained in First Aid and CPR. Remember, during an emergency, provide only the appropriate level of care that you have been trained in.

As you go through the parks/recreation facilities, be aware of all exits, evacuation assembly locations, fire extinguishers, fire alarms, first aid kits, flashlights, electrical panels, etc.

Risk management, safety awareness and emergency response ability are fundamental parts of your job as an employee. While on duty, be alert to potential hazards from equipment, activities, and human behavior. Be quick to respond to problems whenever they may arise. Remember, you play a key role in protecting the safety of our patrons, fellow staff members, and our facilities.

Hazardous Material Spills (chlorine, acid, etc.)

- First clear the area.
- Contact your immediate supervisor.
- Call 911.
- Keep area clear, wait for further instructions.
- Complete all reports (accident, incident).

Fire Emergency Procedures

- In the event of a fire, a safe and speedy response is of the utmost importance. Employees need to be prepared for all emergencies. Please follow these guidelines in the event of a fire:
- Call 911.
- Evacuate all areas of the Facility.

- Contact the Director of Parks & Recreation.
- Complete an incident report form as soon as possible.

Employees Should:

- Know the location of alternative exits from all areas of the building.
- Know the location of the nearest fire extinguisher. Staff will be trained in the proper use.

Tornado

- Remain calm.
- Immediately stop all activity and move to the main hallway.
- First Aid Kits, Flashlights and a Weather Radio are located at the Front Desk.
- Be prepared to handle first aid situations, watch for fallen power lines, and stay out of damaged areas.
- Watch for fires and gas leaks.
- Listen to the radio for information and instructions.
- Keep a log of the event to help you in completing an incident report form, and if
 - Necessary, accident report.
- Do not leave the facility until it is secure, and all emergency situations have been
 - Addressed, or you have been given permission to leave.
- Keep the Director of Parks & Recreation informed.

Theft

The City of New Bern is not responsible for lost or stolen items. If a patron reports something lost or stolen, give them the option for us to call 9-1-1. If notice something is missing or stolen in the facility, call 9-1-1 immediately. Contact the Director of Parks & Recreation. When completing an incident report form to document the event, please get as much information as possible concerning the theft. Include specifics, such as: location of the theft, description, and value of all stolen articles, and addresses and phone numbers of all parties involved.

Armed Robbery

In the event of an armed robbery, all the assets in the facility combined would not Equal the safety of a customer or staff member. Do not attempt to be a hero! The best Thing you can do is to be a good witness and take charge once the incident has ended.

- Immediately call 9-1-1 and direct aid to any injured individuals.
- Immediately contact your supervisor.
- Lock the doors.
- Protect any evidence that may be valuable and direct another staff member to meet the police as they arrive.
- Distribute pencils and paper to all witnesses so they can write down exactly what they saw. Try and prevent them from discussing it with other customers.
- Contact the Director of Parks & Recreation immediately.

Bomb Threat

Bomb threat may be received by phone, mail, person-to-person, e-mail, etc.

In the event of a bomb threat, the following guidelines are in effect:

- The person receiving the call should note the time, the number on the caller ID, sex of the caller, and emotional state of the caller (*calm, jovial, distraught, and angry, etc.*)
- Immediately call 9-1-1 emergency services and report that a bomb threat has been received and that the building is being evacuated.
- Upon hanging up with 9-1-1, the supervisor should be notified.
- Inform all persons in the building that there is an emergency and that they need to leave the building.
- Encourage patrons/staff to remain calm and exit in an orderly fashion.
- All patrons and staff are to leave the building except the supervisor and one other staff person.
- The staff will make a sweep of the building to ensure all patrons have exited, then Staff will vacate after all patrons have cleared the building.
- The facility will reopen when the Emergency Response providers announce that it is safe.
- Staff may not leave unless directed to do so by the Director of Parks & Recreation.

Building Evacuation

1. Clear the facility of all patrons and staff. Have patrons leave through the closest exit.
2. Move from room to room, starting with occupied rooms, to verbally tell everyone to immediately vacate the building. The recommended message is:
"Attention, there is an emergency. Please leave the building in a calm and orderly manner, using the nearest exit."
3. Check for people with disabilities, children, or anyone appearing to need assistance, to see if they need help leaving the building
4. Check all rooms, bathrooms, storage closets, etc. on your way out of the building. Close each door after you have verified that a space is vacant.
5. Stay with people outside the building until emergency personnel arrive. Be aware of and attend to physical needs of patrons and staff that may have left the building without adequate clothing. Do not let anyone other than emergency personnel enter the facility.
6. Confirm with people outside the building that all individuals who were in the facility are accounted for. Do not let anyone leave without notification; make sure that minors are released to responsible guardians. Staff must be able to account for all individuals who were in the facility.
7. At the end of the incident, when you have emergency personnel approval, you may allow patrons and staff to re-enter the facility. You will need the supervisor's approval to resume activities for the day.

New Bern Aquatic Center Standard Operating Procedures

The Supervisor's job is to make sure the pool facility is clean and sanitized. Chemicals are at the proper levels. Staff are at work on time and have been assigned their daily duties. The pool opens and closes on schedule.

If you have any questions or problems, notify your immediate supervisor and/or the Director of Parks and Recreation immediately.

OPENING

1. Arrive to work on time, in uniform
2. Unlock and open the entrance and exit gates. Re-lock the lock on the chain.
3. Unlock the main glass door and close behind you.
4. Verify the main pump is on by checking for water movement in the pool.
5. Perform visual inspection by walking around the perimeter of the pool to make sure all of the following have been taken care of:
 - Water is clear and drains are visible.
 - Pool floor is dirt free.
 - Drain covers and overflow trough covers are secure.
 - No trash/debris in pool or on deck.
 - No snakes or other wildlife in the pool.
 - Tables and chairs in proper locations
 - No trash or debris on restroom floors.
 - Paper products are full in each restroom stall.
 - Concession stand is stocked and ready to go.
 - Swim test wrist bands are ready for Lifeguard to take to Stand 3.
 - Wristband Color for the day is picked out
6. Go into the pump room and verify the pump is on. If off, turn on pump. Check the flow on the flow meter, located on the return line. If flow is 15 or less, call James Hucks or Foster Hughes immediately.
7. Complete the pool inspection form.
8. Perform chemical check per instructions.
9. Reports any issues with chemical readings or pool operation in general to immediate supervisor and/or Director of Parks and Recreation.
10. Verifies and puts out petty cash and wrist bands.
11. Assigns cleaning duties and posts cleaning assignments.
12. Verify all staff have arrived on time and clocked in. Notifies Kari Warren and/or Foster Hughes immediately if staff do NOT show up as scheduled.
13. Staff assists Supervisor by:
 - Checking deck and grounds for trash.
 - Make sure trash cans are empty, with clean liner installed.
 - Check restrooms – make sure soap and paper products are well stocked.
 - Make sure concessions are well stocked and ready to go.

- Put out Rescue equipment.
- Put out umbrellas.
- Make sure lane line and safety ropes are in place.
- Get petty cash for the Front Desk and Concession Stand out and ready for staff

FRONT DESK: \$200.00	CONCESSIONS: \$50.00
2 – 20's	
5 – 10's	
10 – 5's	3 – 5's
50 – 1's	25 – 1's
\$10.00 in quarters	\$10.00 in quarters

14. Turn on water features 5 minutes before opening.
15. Guards should be in stands and ready to go prior to opening and on the hour after each break.
16. Make sure your rescue tube is in place and the backboard is ready to go.
17. One minute before the pool opens, Unlock the doors, All staff should be in the proper position, and assume your area of responsibility.
18. Crowd control barriers and directional arrows are in place.
19. Verify emergency exit gates are unlocked. Locks should be secured on the chains.
20. During the day, make sure (you):
 - Assist the front desk as needed.
 - Monitor the lifeguards and make sure they are adhering to the proper rotation.
 - When **3 GUARDS ARE ON DUTY**, they will ALL be in the elevated Stations.
 - During a Pool Break, The Supervisor will remain on deck to make sure no one enters the pool.
 - When **4 GUARDS ARE ON DUTY**, 3 will be in elevated Stations. The 4th will be the Rover. During a Pool Break, The Guard at Station 3 will stay on deck during the break. Once the break is over, That Guard will take their break and then begin roving.
 - Guards must stay in their rotation while patrons are in the water.
 - Assist the Concession Attendant during breaks and as needed.
 - Check Free Chlorine and pH as required.
 - Verify that frequently touched surfaces are sanitized hourly, after each break.
 - Verify the restroom are clean and have plenty of paper products.
 - Monitor front desk and concession stand for petty cash issues.

CLOSING

1. 15 minutes prior to the pool closing, an announcement is made, informing patrons the pool is about to close.
2. At closing time, a final announcement is made. blow a long whistle. Stay in place until all patrons are out of water. At least one guard stays on deck until all patrons have left.
3. Once everyone has exited the pool, lock the doors.
4. Restock Concessions.
5. Make sure staff is performing the assigned cleaning duties.
6. Check behind staff and if cleaning has been properly performed. Initial on cleaning by their name on the cleaning report and release them for the day.
7. Supervisor Completes closing checklist and daily reports.
8. Walk the perimeter of the pool; check to make sure all doors are secure and locked, that trash is picked up and thrown away, and that the equipment as well as tables and chairs are straightened.
9. All trash must be put in the containers outside on the sidewalk.
10. Place rescue tubes back in the guard room.
11. Turn Water Features off.
12. Turn all facility Lights off.
13. All doors are locked.
14. All gates are locked.

ADDITIONAL OPENING AND CLOSING GUIDELINES

Aquatic facilities will open at their designated time. The Aquatic Center will not close due to low attendance without the authorization the Director of Parks and Recreation. Pool closures are based on the following criteria:

- Inadequate number of lifeguards on duty
- No telephone or telephone out of order
- Severe weather conditions (electrical storms, tornadoes, etc.).
- Cold weather – less than 70 degrees.
- pH of pool water not in the recommended range of 7.2 – 7.8
- Disinfectant residual below the accepted minimum (free residual chlorine 1.0)
- Inoperative Pump or Filter
- Fecal contamination
- Cloudy or turbid water
- Other health related issue

DEPOSIT PROCEDURE:

Verify that the gate till is correct.

Pull petty cash and store in appropriate location.

Pull Concessions petty cash and store in appropriate location.

Verify that the Concessions till is correct.

Create a deposit slip.

Write Aquatic Center and your initials. (See example)

Put in bag and seal.

Take bag to First Citizens Bank downtown and drop in box.

8.5 – General Security Plan

West New Bern Recreation Center Opening and Closing Procedures

Opening Procedures

1. Disarm the Alarm system with code provided.
 - a. If alarm is sounded by accident, disarm system and call center supervisor immediately.
 - b. Silent alarms are sent directly to the Police Department. This alarm is used when employees are in trouble (See Center Supervisor about this type of situation).
2. Turn on lights in hallway and game room.
3. Unlock door in Game room.
4. Turn off exterior light on porch outside game room.
5. Check dressing rooms, bathrooms, gymnasiums, hallway, ceramic room and meeting room for cleanliness.
6. Unlock front door when building is scheduled to open.

Closing Procedures – (Nightly Lockup Check List needs to be filled out each time the facility closes.)

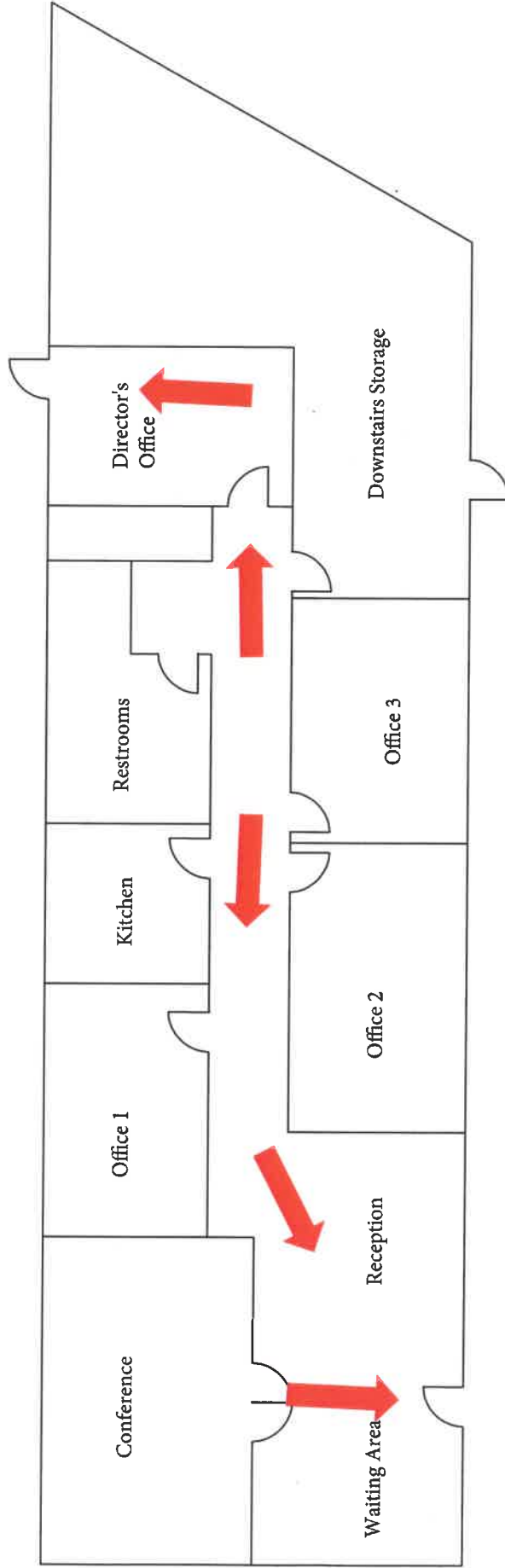
1. Lock game room outside exit door.
2. Turn on light in game room and porch area outside game room for security.
3. Lock all gym doors and front door of the center.
4. Check dressing rooms, bathrooms and meeting room.
5. Check thermostats in meeting room, game room, gym and ceramic room. (Also gym if winter, set at 65.) These are set back temperatures when closing – summer: 76; winter: 68.
6. Turn off fans in the gym.
7. Turn on Security System.
8. Make sure security gate is locked (vehicle compound). Make sure vehicles have been parked in fenced in area.

Reviewed & Updated – March 2, 2020

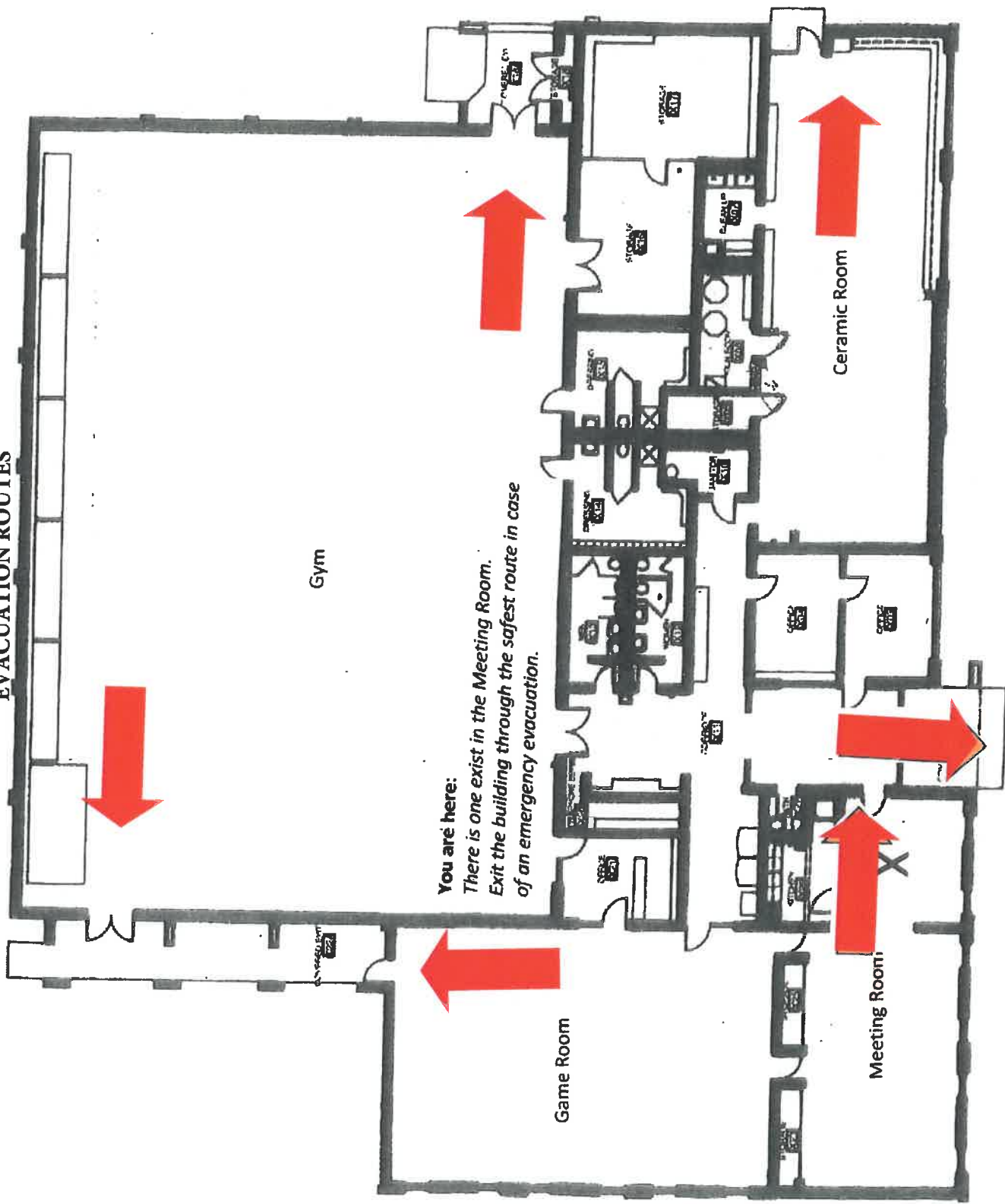


Foster Hughes, CPRE
Director of Parks and Recreation

New Bern Parks and Recreation Administration
1307 Country Club Road
Evacuation Plan



WEST NEW BERN RECREATION
CENTER
EVACUATION ROUTES



You are here:
*There is one exit in the Meeting Room.
Exit the building through the safest route in case
of an emergency evacuation.*