

PERSONNEL MANUAL

VILLAGE OF SHELTON

Adopted by the Village Board of Trustees

Adopted 08-09-2018

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INTRODUCTION

The Village of Shelton's personnel system provides a means to recruit, select, develop and maintain an effective and responsive workforce and include policies and procedures for employee compensation, benefits, discipline, dismissal, and other related activities. The purpose of this guide is to serve as a written statement of the employment practices of the Village of Shelton for all employees, except those employed by the Police Department.

As an employee of the Village of Shelton, your job is to serve all of the people of the village with efficiency and courtesy. It is your obligation to treat all citizens fairly, with special privileges to none.

Every job with the Village is important in that it provides a service to your employer, the residents of Shelton. The manner in which you serve the public strongly influences the public relations of the residents of the Village. Their opinions of their Village government are based to a large extent, upon their contact with Village employees such as yourself.

This Personnel Manual is an outline of the basic personnel policies, practices, and procedures in the Village of Shelton. It contains general statements of policy and it should not be read as including the fine details of each policy, nor as forming an express or implied contract or promise that the policies discussed in it will be applied in all cases.

This Personnel Manual totally supersedes all previous personnel policies and procedures adopted by the Village of Shelton. This Personnel Manual does not constitute a contract of employment, express or implied, between the Village or the employee. The Village Board and the department heads have the right to terminate the employment relationship, with or without cause, and without notice at any time.

AFFIRMATIVE ACTION STATEMENT

Discrimination against any person employed by the Village of Shelton or seeking employment with the Village on the basis of race, sex, religion, age, national origin, ancestry, physical fitness or handicap, or marital status is expressly prohibited, except where physical fitness, sex or age is a bona fide occupational qualification.

ANNIVERSARY DATE

The employee's anniversary date is the date when the employee began working for the Village. This is the date used to define eligibility for vacation time, sick leave, and holiday pay.

CONFLICT OF INTEREST

Employees are expected to be free from the influence or even the appearance of personal consideration or gain when exercising judgement over Village matters.

No employee shall have employment with any person, firm, contractor or other organization that receives monies or other remuneration from the Village. Any employee who has or had a personal interest in a business or individual seeking or maintaining a business relationship with the Village shall disclose that interest to his or her supervisor.

No employee shall solicit or accept gifts, money or services from individuals or organizations doing or seeking to do business with the Village. Gifts or promotional items given to employees by entities doing business with the Village are the property of the Village. Receipt of gifts or promotional items should be reported to your supervisor for advice on appropriate action.

DEPARTMENT SUPERVISORS

Every employee has a supervisor to whom he/she is directly responsible for the performance of the job. The primary responsibility of the supervisor is to get the job done, however, the supervisor also has the responsibility to see that the employee's interest is considered. If there are any questions, an employee should not hesitate to go to his/her supervisor for help. It is the supervisor's responsibility to give the employee the information or

materials the employee needs to complete the given task. Any supervisor, with the approval of the Village Board, may appoint a supervisor pro tempore to serve in this absence.

JOB DESCRIPTIONS

Job descriptions for the Village Clerk/Treasurer, Municipal Utility Superintendent and the Chief of Police are as defined by the Village Ordinance (1-201 thru 1-213). Other Village employees shall perform, as required by their supervisors, the tasks that fall within the scope of the business and operation of the Village.

In addition to the duties described above, supervisors are required to maintain a daily work log for each employee. The log will show the days and the hours worked by the employee. In addition, the supervisor will also keep a log of the hours and days that he worked. The daily log will record the days of sick leave used and the vacation used.

A work schedule will be created by the supervisors as to the work days and days off of the employees that are under their direct supervision. As required by their supervisor, employees will periodically be required to be on 24—hour call.

INTRODUCTORY PERIOD

The introductory period for new employees is six (6) months. The introductory period will be used to evaluate the employee. Towards the end of the employee's introductory period, he/she will be formally evaluated. Should the employee's evaluation be satisfactory or above, he/she will be placed on permanent full—time employment status with the Village of Shelton. Evaluation forms must be signed by the employee, the supervisor and the Chairman of the Village Board or the head of the committee to which the employee is assigned. During this introductory period, the employee may be summarily dismissed by the department head or by the approval of the Village Board. The reason for dismissal shall be discussed with the employee by his supervisor.

PAY PLAN

All employees shall be paid on a bi-weekly basis. There shall be twenty-six (26) pay periods per year. Pay day shall be on Friday, except when such Friday is designated holiday. In which case, pay day shall be the next working day following the holiday.

Employees will be paid for days while attending continuing education classes, (i.e. conference, workshops, seminars, etc.). Each day of approved schooling will be paid 8 hours (12 hrs. for Police). Mileage to and from place of schooling (from The Village Office) will also be paid at current State rate.

The following required deductions will be made from each paycheck based upon the exemptions on the W-4 form submitted by the employee:

- (1) Social Security/Medicare-FICA Tax.
- (2) Federal Income Tax.
- (3) State Income Tax.
- (4) Pension plan deductions as authorized by the Governing Body.

It is the policy of the Village of Shelton that no advance in wages be made to any employee. Any employee who is terminated, laid off, or voluntarily resigns shall receive his final pay check on the first regularly scheduled pay day following termination of his employment. Your supervisor will tell you where you can pick up your paycheck. All Village property IE: keys, clothing, tools, phone, etc. must be returned before last paycheck is received. This applies to all Village employees. If you are unable to pick up your check it can be mailed.

The in-service death of a regular full-time employee who has completed his introductory period, shall be entitled to payment for unused sick leave up to maximum pay out (see sick leave), accumulated and unused vacation leave (less appropriate withholding) as was available to the employee at the time of his death. Payment shall be made to his/her estate.

WORKERS' COMPENSATION

All employees are covered by workers' compensation insurance which provides for payment of certain benefits should they become injured on the job in the performance of their regular duties. Reports of all job-related accidents and injuries must be made to your supervisor within 24 hours of injury or accident

OVERTIME HOURS AND WORKWEEK

Because Village employees are responsible for certain services provided by the Village that are operational 24 hours a day, it is expected that employees involved in providing or administering such services may be required to work beyond normal hours of employment. All salaried employees are expected to periodically work beyond normal hours of employment as required. Supervisors may grant additional time off for excessive hours beyond hours of employment.

All employees considered “non-exempt” under the Fair Labor Standards Act will be paid at the rate of time-and-one-half (1 ½) times their regular rate of pay for all hours worked in excess of 40 hours per week. Vacation, and unscheduled absences or time off for sickness, emergencies, or other personal reasons will not be considered hours worked for overtime purposes. All overtime must be approved in advance by the supervisor.

A non-exempt utilities employee who is called in for overtime work shall be paid for not less than one hour for each time he/she reports, unless such overtime commences less than one hour before the start of his/her regular scheduled working day. In which case, he/she shall be paid only for the time worked. Park employees shall be paid for not less than ½ hour when scheduled work is less than ½ hour in duration.

A non-exempt employee (Full or Part time) who is called in or scheduled to work a holiday shall be paid at the rate of time-and-one-half. (adopted 5/11)

REST BREAKS

Time permitting, you may be excused for a break period during the work day. Your supervisor will plan this so it will not affect the operation of your department. The break period may not be granted immediately preceding or immediately following the lunch period. You may not leave early if you are unable to take your break. If you work a full eight—hour day, you may receive two 15—minute break periods during the work day. If you work at least four hours a day, but less than eight, you may receive one 15—minute break period. If you work less than four hours a day, you are not entitled to break period.

JURY DUTY

An employee who is summoned to jury duty will receive a leave of absence for the period designated by the court. This leave will not be charged against any other paid leave allowance. If the employee is excused from such duty for one or more regularly scheduled workdays because of court adjournment or other reason, the employee is expected to report to work and resume his or her regular duties. Employees are to turn in to the Village any jury fees

received, other than for expenses, and they will be paid their regular pay during the time absent for jury duty.

LEAVE WITHOUT PAY

In case of serious personal need, employees may request leave without pay. Such requests should preferably be two weeks in advance, but, if not possible, as much in advance of the leave as possible. The Chairman of the Board should be notified. Accumulated vacation leave must be used before leave without pay will be considered.

MILITARY RESERVES OR NATIONAL GUARD DUTY

An employee who is required to serve two weeks of active duty each year as a member of a Military Reserve or National Guard Unit will receive his regular pay for normal scheduled hours during the term of his active duty less any compensation received from his military unit. Copies of the employee's orders and pay records must be submitted before such compensation will be allowed.

EMPLOYEE BENEFITS

SICK LEAVE

Sick pay is earned but not available to take until after 6 months of employment and employee is accepted as a permanent full-time employee by the Village Board. Sick leave will be credited to all permanent FULL—TIME employees at the rate of 8 hours per each full calendar month of service. For the Police Department officers, sick leave will accumulate at the rate of 12 hours per each month of service. Sick leave may be accumulated to a limit of 120 working days. Sick leave may be used for the illness or injury of an immediate family member (immediate family as defined in the funeral leave policy), or any person reliant upon you for care, or for child bonding after the birth or adoption of a child. Medical certification may be required at the management discretion. For Salaried employees once sick leave has been used, they will have their salary deducted proportionally for days missed.

For purposes of reimbursement of sick leave at the time of termination, the maximum payable accumulation allowed per employee shall be 80 hours for regular employees and two weeks of average pay for Police Department employees.

It is the policy of the Village to provide a safe working environment as free as possible from hazards. An emergency procedure which describes the steps to be taken in case of fire, tornado, or severe weather is posted on the employee bulletin board. It is the responsibility of each employee to be aware of these procedures.

Any accident, no matter how slight, must be reported to the employee's supervisor immediately. The supervisor will send or take the injured employee for treatment. As soon as possible, the injured employee should give a full description of the accident to his supervisor or department head. If these procedures are not followed, the injured may not receive full benefits under the Workers' Compensation Laws of the State of Nebraska.

The Village may, when circumstances indicate that an employee may be suffering from a communicable disease, require the employee to be tested for the presence of a communicable disease. This testing will be done at the Village's expense. Should an employee be found to be suffering from a communicable disease, he/she will either be granted sick leave for the period in which the disease is communicable to others, or be assigned to work in an area in which transmission of the disease to co—workers or members of the public may be prevented.

VACATION LEAVE

All FULL-TIME employees of the Village of Shelton who have been employed for one full year shall be eligible for vacation leave with pay. Authorized vacation leave shall be computed on the following basis for Full Time Village employees

10 work days after one full year of service

15 work days for 5 — 15 years of service

20 work days for 16 or more years of service

Department heads shall not be allowed to take more than two consecutive weeks off unless approved by the Board and shall ensure that their respective employees will have the opportunity to take vacation leave with proper notice.

Non-department heads shall be limited to two consecutive weeks in a row unless approved by their Dept. Heads and the Village Board.

Minimum amounts taken at one time shall be not less than 2 hours. Hours may be taken in two, four or 8 hour increments.

Requests for vacation leave should be completed in writing 10 calendar days prior to the first day of vacation leave. No employee shall take vacation leave without the approval of the department head.

Due to exceptional hardship to the individual, the Village Board may authorize working through vacation time. (being paid for time rather than taking time off).

HEALTH INSURANCE

The Village does not provide health insurance for the employees of the Village or their families. The Village is not responsible for health insurance for its employees or for the cost of their medical care. In lieu of health insurance, the Village will pay to each full—time employee 8 hundred dollars (800.00) per month. This will start the 5th day of the first full month after thirty (30) calendar days are completed. The stipend will be a separate pay check and by law is subject to payroll taxes.

HOLIDAYS

Holiday pay starts after 6 months of employment and employee is accepted as a permanent full-time employee by the Village Board. Overtime pay accrues when working on the actual holiday. When a holiday is observed the Friday or Monday before or after a holiday (in the case a holiday falls on a weekend), an employee will be paid only once for the holiday and only once for overtime pay when working either the observed holiday or the actual holiday. The actual hours over 40 hours will be paid at the overtime rate.

All PERMANENT FULL—TIME employees will receive paid holidays as listed:

- | | |
|---------------------|------------------------------------|
| 1. New Year's Day | 6. Veteran's day |
| 2. Memorial Day | 7. Thanksgiving Day |
| 3. Good Friday | 8. Christmas Eve Day off at noon |
| 4. Independence Day | 9. Christmas Day |
| 5. Labor Day | 10. New Year's Eve Day off at noon |

Plus, one "floating" holiday as approved by Supervisor

FUNERAL LEAVE

A full—time employee may be granted excused absence with pay by his/her supervisor upon satisfactory evidence of death or burial of the employee's immediate family, including the employee's or spouse's parent, grandparent, child, grandchild, brother, sister or foster parent. An employee may also be granted an excused absence without pay upon satisfactory evidence of death or burial of a member of his/her secondary family, including a niece, nephew, cousin, aunt, uncle or friend.

The time allowed for funerals of the immediate family shall not exceed three (3) paid days. The time allowed for funerals other than the immediate family shall be at the discretion of the supervisor.

Additional time required for funerals may be charged against the employee's earned Vacation Leave. Vacation may be charged up to the amount the employee has earned. Balance of time off shall be without pay.

RETIREMENT

All full time employees are eligible for a 457 retirement plan after their 6 month introductory period. The Village will match up to 5% of the employee contribution.

CLOTHING ALLOWANCE

All full time Utility Employees are given a clothing allowance paid once a year in January. New hires- after 6 months introductory period is completed and employment is approved by the Village Board, a pro-rated amount will be paid. Park employees are given T- shirts at the start of employment. (Shirt must be returned to utilities Superintendent at separation from village employment).

EMPLOYEE EVALUATION

Employees will be evaluated as to job performance annually in June of each year. The Village Board or its designated committee will meet with each department head personally for the purpose of his evaluation. Evaluations will be used by the Village Board to inform the Department Head of his performance of the assigned job and to determine the rate of pay for the employee. The department heads will evaluate employees they supervise.

Employees will be evaluated on the performance of their duties along the following guidelines:

1. Quality of work
2. Work completed in a timely manner
3. Employee's continued education, training, and self-improvement
4. Self-motivation in tasks
5. Care of Village equipment
6. Safety
7. Public relations

DISCIPLINARY ACTION

Employees are expected to conduct themselves appropriately at all times so as to reflect credit on themselves and the Village. Any action which reflects discredit upon the Village or is a direct hindrance to the effective operation of public facilities shall be considered good cause for disciplinary action. To the extent possible, the Village will attempt to correct work-related problems through the use of progressive discipline. However some offenses are so serious that a single incident will result in immediate discharge or suspension. Following are examples of unacceptable conduct. The performance of which by the employee will result in the employee being subject to suspension or dismissal.

- (a) Insubordinate conduct
- (b) Consumption of alcoholic beverages or drugs while on duty
- (c) Reporting for work while under the influence of alcohol or drugs

- (d) Theft or willful destruction of personal property
- (e) Sleeping during duty hours
- (f) Unauthorized absence during working hours
- (g) Deliberate falsification of employment records or other reports
- (h) Conviction of any felony charge
- (i) Endangering the life or property of others

Examples of the types of problems that will usually be dealt with through a system of progressive discipline include:

- (a) Unsatisfactory work performance
- (b) Attendance and tardiness problems
- (c) Horseplay
- (d) Failure to properly carry out, in a timely manner, instructions from a supervisor
- (e) Use of inappropriate or profane language in the presence of the public or co-workers while on duty
- (f) Violation of any safety rules
- (g) Inappropriate working attire
- (h) Failure to maintain work area in a clean and safe manner
- (i) Smoking in unauthorized areas
- (j) Failure to return on time from breaks or lunch
- (k) Failure to return to work or call in, in accordance with policy
- (l) Discourtesy to members of the public
- (m) Damage to Village property due to carelessness

These rules of conduct are not all-inclusive. Each situation must be dealt with on an individual basis according to the particular facts of the incident. However, it is important for you to have these guidelines so that you will understand the village's expectations of its employees.

The first step in the village's progressive disciplinary system is the "oral reprimand." This is an oral warning to erring employees that their conduct is unacceptable and that further

infractions will lead to more severe penalties. In cases involving performance deficiencies employee(s) first will be counseled by their supervisors and told which improvements are needed before they are subject to an oral warning. A notice of the reprimand will be placed in the employee's file, but will be removed after 2 months if the misconduct does not recur or the performance deficiencies have been corrected.

The second level is a written reprimand. This reprimand will describe the unacceptable conduct or performance and specify the improvement needed. A copy of this warning will be retained in the employee's personnel file.

The third level is an unpaid suspension. Employees may be suspended for repeated instances of minor misconduct or for a single serious offense. A record of the suspension will be retained in the employee's personnel file. Employees who fail to improve their conduct or performance after a disciplinary suspension, may be discharged.

SUSPENSION

When a supervisor finds it necessary to relieve an employee from duty for disciplinary reasons, he/she has the authority to place the offending employee on suspension from one day to an indefinite period (pending dismissal by the Village Board). All suspensions will be reviewed by the Village Board.

RESIGNATION/TERMINATION

An employee must give the Village notice at least two weeks in advance before leaving his position with the Village of Shelton. This notice should take the form of a written statement submitted to the resigning employee's supervisor. Failure to give this notice may jeopardize his right to benefits from accumulated vacation or sick leave credits at the end of employment. If vacation credits are to be used at the end of employment, the advance notice must be given ten (10) working days before the beginning of the vacation leave.

If a work force reduction or reorganization becomes necessary, the method in which workers will be laid off will be based on the relative qualification and abilities of the employees involved and the needs of the Village. The filling of reorganized positions will be handled on the same basis.

All employees are subject to termination of employment at the will of the Village Board. Final paychecks, if not delivered on the date of termination, will be mailed to the employee on the next scheduled payday or within 2 weeks, whichever is sooner.

EXIT INTERVIEW

An exit interview will be arranged with the departing employee by the supervisor. The purpose of this interview is to ensure that the employee's obligation to the village have been satisfied, to explain benefits or compensation available or due the employee, to clarify the reasons for termination and to obtain the employee's opinions about and suggestions for improvements in specific or general policies and practices of the Village. The exit interview will be reviewed by the Village Board and placed in the employee's personnel file.

GRIEVANCES

It is the policy of the Village to give individual employees an opportunity to discuss their complaints or grievances with their supervisors to try to find mutually satisfactory solutions as rapidly as possible. The grievance procedures are not applicable to a discharge or termination of employment.

Any employee may present his/her grievance to his/her department head at a time and place agreeable to the supervisor within two weeks after the occurrence of the event upon which the grievance is based. After obtaining the point of view of the employee, the supervisor may endeavor to resolve the matter. In the event the grievance is not resolved in a manner satisfactory to the employee, the employee may promptly notify the Village Board in writing that the employee wishes to have the Village Board review his/her grievance. The employee must submit his grievance in writing and may then discuss the grievance with the Village Board at a time and place agreeable to the Village Board.

SEXUAL HARASSMENT

It is illegal and against the employer's policy for any worker, male or female, to harass another worker by: making unwelcome sexual advances or favors or other verbal or physical conduct of a sexual nature as a condition of any worker's employment; using a worker's submission to or rejection of such conduct as the basis for or as a factor in any employment decision affecting the individual; or otherwise creating an intimidating, hostile or offensive working environment by such conduct. All workers, including supervisors and managers, will be subject to severe discipline, up to and including discharge, for any act of sexual harassment they commit. Employees who feel victimized by sexual harassment should report the harassment to their supervisor or their supervisor's superior immediately. Employees who are dissatisfied with the resolution of their complaint may file a complaint following the Village grievance procedure. No employee will be subject to any form of retaliation or discipline for pursuing a sexual harassment complaint.

(Also see "Workplace Harassment Policy", adopted June 3, 1993)

USE AND OPERATION OF VILLAGE MOTOR VEHICLES

The use of any Village-owned vehicle for personal use is strictly prohibited. Village vehicles shall not be used to transport anyone other than Village employees and then only for official business. Any Village employee who operates a Village-owned vehicle must have a valid Nebraska operator's license which must be on or accompany the person while driving a Village vehicle. If an employee has an accident with a Village owned vehicle, he must first notify the Police Department and then notify his department head. All traffic violations are the personal responsibility of the operator. Excessive violations involving operation of Village vehicles may result in dismissal.

OUTSIDE EMPLOYMENT

Employees may hold another job outside of Village employment provided it does not interfere with Village employment and does not conflict with the interests of the Village. The employee must obtain written consent of the department head and the Village Board prior to taking a position of regular outside employment. Occasional outside employment does not require written consent but is subject to the same conditions as a position of regular outside employment.

VILLAGE OF SHELTON, NEBRASKA
GENERAL EMPLOYMENT POLICIES

I. AFFIRMATIVE ACTION STATEMENT:

It is the policy of the Village to select candidates for employment on the basis of their qualifications and potential as these relate to the requirements of the particular position in question. Selection is made without regard to age, sex, race, color, religion, national origin, or physical handicap, and all employees are treated equally with respect to benefits, compensation, opportunity for training and advancement. The Village's policy concerning equal opportunity shall be communicated periodically both in writing and by discussion with all employees. All personnel policies and practices shall be reviewed regularly to ensure that equal employment opportunity based on valid job requirements is being implemented actively and that no employee or applicant for employment shall suffer any form of discrimination because of age, sex, race, color, religion, national origin, or physical handicap.

Compensation practices of the Village including salaries, benefits, etc., are to be applied uniformly and consistently to all employees without regard to race, color, sex, age, creed, national origin or physical handicap.

As opportunities arise for transfer and promotion within an office, all qualified employees shall be considered without regard to race, color, sex, age, creed, national origin or physical handicap.

Also, employees are to be considered for training and development programs based on the manpower requirements of the Village and the development needs and potential of the individual, without regard to race, color, sex, age, creed, national origin or physical handicap.

II. SEXUAL HARASSMENT STATEMENT:

It is the Village's policy to prohibit harassment of one employee by another employee or supervisor on the basis of sex.

It is illegal and against the Village's policy for any worker, male or female, to harass another worker by: making unwelcome sexual advances or favors or other verbal or physical conduct of a sexual nature a condition of any worker's employment; using a worker's submission to or rejection of such conduct as the basis for or as a factor in any employment decision affecting the individual; making any unwelcome sexual advances of any nature; requesting sexual favors or engaging in verbal physical conduct of a sexual nature such as uninvited touching or sexually related comments; or otherwise creating an intimidating, hostile or offensive working environment by such conduct.

All workers, including supervisors and managers, will be subject to severe discipline, up to and including discharge, for an act of sexual harassment they commit.

Employees who feel victimized by sexual harassment should report the harassment to their supervisor, to the Chairman of the Village Board of Trustees, to the Chief of Police or to any member of the Village Board immediately.

Employees who are dissatisfied with the resolution of their complaint may file a complaint following the Village's grievance procedure. No employee will be subject to any form of retaliation or discipline for pursuing a sexual harassment complaint.

III. DRUG FREE WORKPLACE:

It is the Village's policy to maintain a safe, productive working environment for everyone, and to safeguard Village property.

The Village of Shelton, in regards to the personnel manual, notifies its employees that all Village buildings, equipment and vehicles are considered to be smoke free and the smoking of tobacco products in such, by employees is prohibited.

As part of this policy, the Village prohibits the use, sale, transfer or possession of alcohol, drugs, or controlled substances on any Village premises or municipal work sites. In addition, the Village prohibits any employee from being at work under the influence of alcohol, drugs or controlled substances. The Village also prohibits any visitor, contractor, or employee of any contractor from being on Village premises or municipal work sites while under the influence of alcohol, drugs, or controlled substances. For purposes of this policy the following definitions are applicable:

1. Alcohol. Alcohol includes all intoxicating beverages that contain alcohol, including beer and wine.
2. "Drugs" and "Controlled Substance" means any drug listed in 21 U.S.C. Section 812 and other federal regulations.

Generally, these are drugs which have a high potential for abuse. Such drugs included, but are not limited to, Heroin, Marijuana, Cocaine, PCP, and Crack. They may also include "legal drugs" which are not prescribed by a licensed physician and which carry a warning about the effect they may have on operation of machinery, heavy equipment and driving. Any question about whether a substance is a drug or controlled substance should be directed to your supervisor.

Anyone taking drug or other medication, whether or not prescribed by the employee's physician for medical conditions, which is known or advertised as possibly affecting or impairing judgment, coordination, or other senses or which may adversely affect the ability to perform

work in a safe and productive manner, must notify his or her supervisor or other Village official prior to starting work. The supervisor or Village official will decide if the employee can remain at work on the Village's premises or municipal work site and what work restrictions. If any, are deemed necessary.

To ensure that an employee is not engaging in current illegal use of drugs and to determine compliance with this policy, the Village may require random drug testing of any of its employees. Refusal to submit to drug testing when reasonably requested shall give rise to a presumption of a violation of this policy.

Any employee who violates or refuses to comply with this policy may be disciplined which may include discharge from employment with the Village.

IV. AMERICAN WITH DISABILITIES ACT OF 1990:

The Village will not discriminate against a qualified individual with a disability because of the disability in regard to job application procedures, the hiring, advancement or discharge of employees, employee compensation, job training and other terms, conditions and privileges of employment.

The Village shall make a reasonable accommodation to known physical or mental limitations of an otherwise applicant or employee with a disability unless the accommodation would impose an undue hardship upon the business operations of the Village.

For the purposes of this policy, the terms "qualified individual with a disability", "disability", and "reasonable accommodation" shall be given the meanings set forth in Titles I and II of the Americans with Disabilities Act of 1990 and the Section 504 regulations issued by the U. S. Department of Justice and all policies and procedures set forth herein shall be subject thereto.

WORKPLACE HARASSMENT POLICY OF THE VILLAGE OF SHELTON, NEBRASKA

It is the policy of the Village of Shelton, Nebraska, that all women and men be treated fairly and equally, with dignity and respect, without regard to race, color, religion, age, sexual orientation, gender, disability, or national origin. Any form of workplace harassment is a violation of this policy.

This policy states that employees are intended to be protected from workplace harassment. It is also intended to protect those people who meet the employees of the Village.

The Workplace Harassment Policy not only covers working hours, but also job—related events away from the job site and at times other than normal or assigned working hours.

Workplace harassment committed by third parties is prohibited in the policy. Third parties include, but are not limited to, constituents, visitors, news media, lobbyists and employees of other governmental agencies.

Sexual harassment has been defined in guidelines published in 29 CFR 1604.11 by the Equal Employment Opportunity Commission as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

The policy also covers: "any inflammatory comments, jokes, printed material and/or innuendo based, in whole or in part, on race, color, religion, age, gender, disability, national origin, or sexual orientation."

Some specific examples of inappropriate or illegal behavior include:

Negative or offensive comments, jokes or suggestions about another employee’s race, color, religion, age, gender, disability, national origin, or sexual orientation.

Obscene or lewd sexual comments, jokes, suggestion or innuendoes.

Continuing certain behavior after a co-worker has objected to that behavior.

Displaying nude or sexual pictures, cartoons or calendars.

Turning work discussions into sexual topics, such as sexual practices or preferences.

Slang, names, or labels, such as “honey,” “sweetie,” “boy,” “girl, that others find offensive.

Talking about or calling attention to an employee’s body or sexual characteristics in a negative or embarrassing way.

Laughing at, ignoring, or not taking seriously an employee who experiences harassment.

Blaming the victims of harassment for causing the problems.

Verbal: jokes, cracks, comments, suggestive or insulting sounds, implied or overt threats.

Looks, gestures, leering, ogling, rude or sexual pictures, cartoons, or calendars.

Touching, pinching, rubbing, brushing against the body, coerced sexual intercourse, assault.

TYPES OF SEXUAL HARASSMENT

TYPES	BEHAVIOR	HARASSER
Power Plays	Using one’s position of authority, either implicitly or explicitly, to coerce an employee into complying with sexual favors.	Managers Supervisors Third Parties
Physical	Unwanted touching, fondling, patting, hugging, pinching, Kissing.	Supervisor Subordinate Co-worker Third Parties

Verbal	Questions and comments	Supervisor
	about a person's sexual behavior,	Subordinate
	sexually oriented jokes,	Co-worker
	comments about a person's	Third Parties
	body, conversations filled	
	with sexual innuendo and	
	double meanings.	
Mental/non-verbal	Displaying sexually suggestive	Supervisor
	pictures or objects in the	Subordinate
	workplace	Co-worker
		Third Parties
	Leering, ogling in a sexually	Supervisor
	demeaning manner	Subordinate
		Co-worker
		Third Parties
	Gesturing and making lewd	Supervisor
	motions with one's body	Subordinate
	Co-worker	
	Third Parties	

Employees of the Village or persons in contact with employees of the Village who have complaints of sexual harassment are encouraged to report such incidents to:

Chairman
Village Board of Trustees
Shelton Municipal Building
219 C Street, P.O. Box 6
Shelton, NE 68876
Telephone: (308) 647—5484

Police Chief
Shelton Municipal Building
219 C Street, P.O. Box 6
Shelton, NE 68876
Telephone: (308) 647—5484

Any member of the Shelton Village Board whose names, addresses and telephone numbers will be furnished to you by contacting the Shelton Village Clerk at the

Shelton Municipal Building
219 C Street, Shelton, Nebraska.
Telephone Number: (308) 647—5484

Persons who wish to report allegations of workplace harassment also have the right, at any time, to file a complaint of workplace harassment with the

Nebraska Equal Opportunity Commission — Telephone: (402) 471—2024, and/or the Federal Equal Employment Opportunity Commission — Telephone: (800) 669—EEOC.

PERSONNEL MANUEL

RECEIPT

I have received a copy of the Personnel Manuel of the Village of Shelton which outlines the benefits and policies of the Village. I will familiarize myself with the information in this book which establishes the major personnel policies of the village and abide by these policies.

Since the information in this book is necessarily subject to change as situations warrant, it is understood that changes in policies may supersede, modify or eliminate the policies in this booklet.

It is the policy of the Village of Shelton that this Personnel Manual and the items contained, referred to, or mentioned herein, are not intended to create, nor should be construed to constitute a contract of employment between the Village and any one or all its personnel.

I understand that the Village Board and the department heads have the right to terminate my employment with or without cause, and without notice at any time.

I received a PERSONNEL MANUAL with the current revisions, the "GENERAL EMPLOYMENT POLICIES" (including Drug Policy) and the "WORKPLACE HARASSMENT POLICY".

EMPLOYEE: _____

DATE: _____

SHELTON MUNICIPAL SWIMMING POOL
HANDBOOK

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SHELTON SWIMMING POOL HANDBOOK

WELCOME

Congratulations, you are now a member of the Shelton Swimming Pool Team! Your enthusiasm, knowledge, skills, dedication, cooperation, professionalism, and smiling face are what is vital for a successful swimming season. Providing a safe pool and great service are our highest priority. This handbook, along with in-service trainings and management support, will help provide you with the knowledge and confidence to make our staff and pool excel!

Welcome to the team. We hope your summer is fun!

The Shelton Board of Trustees, and The Pool and Park Committee, reserves the right to change, add, or discontinue any policy describe if it is considered in the best interest of the Village and/or its employees.

The Village of Shelton recognizes the state of Nebraska's "at-will" employment rule. Either party in the employment relationship, the Village of Shelton or the employee, may terminate the employment relationship "at will" with no liability to either party.

2. HOURS OF OPERATION

To be determined each season

Holiday Hours (July 4th) Immediately following the parade, approx. 2 PM-5:00 PM

3. PRIVATE SWIM LESSONS

a. Guards and other staff members can teach private lessons during public swimming hours. Staff must be off duty to provide private lessons during regular pool hours. Lessons are to be arranged directly between the guard and interested party. Each student will be charged regular admission to take private lessons. Private lessons may also be given by guards and staff members during off hours if a manager is present, or if the person providing the lesson has their pool operator certificate. A manager shall not come in just to be there to fill this requirement. If a Private lesson is given during off hours by a guard or staff member & they require a manager to be with them, they will be required to pay a rental fee of \$5 per lesson plus the manager's pay. Guards and Staff members are in total control of what they charge for Private lessons, so they may adjust their fee requirement to meet this extra charge.

4. PARTIES & RENTALS:

Shelton pool may be rented for Private Parties during times other than regular open hours. Prices are: \$75 for up to 50 people, \$100 for 51-100 people, & \$125 for over 100 people.

5. SHELTON POOL ADMISSION PRICES:

SEASON PASSES – Prices set each year

Five and under - free

Six and up – daily fee

Season passes (family or individual)

(Family Season Pass) Immediate family members only. Aunts, uncles, cousins, baby-sitters, and sons or daughters older than 18 living outside of the home are not considered immediate family. If ever in doubt, ask a manager.

SIGN-IN SHEETS: Make sure that everyone gets signed in, even the 5 & under.

6. TELEPHONES

- The telephone at the pool should only be used for emergencies, business and staff or patrons needing to make quick calls.
- Staff answering the phone should do so with a courteous voice and begin by saying: “Hello, Shelton Pool, this is (staff’s first name), may I help you?”
- All personal messages for staff should be taken down in note form (name & phone number) with the caller being told the staff will return their call as soon as possible. Staff SHOULD NOT be called from their guard chair for a phone call.
- While a caller is waiting on the line they can hear what is being said in the office. Be very aware of what is said and how loud it is said.
- Cell phones may not be used anywhere on the pool deck. They ARE NOT to be brought onto the guard chairs. If cell phone usage ever distracts employees for their assigned duties, employees will be banned from bringing them to the pool.

7. PUBLIC ADDRESS SYSTEM

- The PA should be regarded as a tool to assist with pool regulations, patron paging emergencies, evacuations, and rest break announcements.
- The PA should not be used to page patrons unless in the judgment of the manager that it is necessary. PA announcements should be done with a friendly tone of voice. Please be aware of background conversations.

9. REST BREAKS

- A 10-minute rest break will be held each hour. The water MUST be cleared before the break begins.
- All guards are to remain at their assigned stations until the pool has been entirely cleared.
- Guards are to use the rest break time to check and spot clean restrooms, shower areas, and deck, help with office duties/concessions, etc. Managers will assign tasks as needed. IT IS IMPORTANT THAT BREAKS DO NOT EXCEED 10 MINUTES.
- Guards should be back at their stations and ready to guard NO LATER than 10 minutes after the start of the rest break. NEVER make the “you may now swim” signal (long whistle) until all guards are in place!

10. LOST& FOUND

All lost and found items should be taken to the appropriate area unless there is some way of identifying the owner, in which case he/she should be contacted. Items should be kept at least one month before being taken to the Goodwill. Patrons wishing to retrieve a lost and found item must first describe it. Staff is expected to keep lost & found neat and organized.

11. FRONT DESK/BASKETROOM

The front desk/basket room is for on-duty staff only. Guests, family members and off-duty staff members should not be in this area. Guests are not allowed to loiter at the front desk. This area must be kept clean and organized at all times. The appearance and operation of the front desk determines our guest’s first impression of us. Please make it a good one!

12. LIFEGUARD REQUIREMENTS

a. Lifeguards should remain in good physical condition in order to maintain and improve their strength, which is needed to make a deep-water rescue. Lifeguards should be able to swim 300 yards when asked to do so by a manager. If a guard is not capable of doing this if asked they will be placed on probationary status until they are able to meet this requirement.

b. On occasion, management may perform spot checks on pool staff. This will consist of a quick verbal or physical test to show knowledge of necessary job duties, these checks help management and staff members evaluate future training needs. Failure to pass a spot check that involves required knowledge (Rescue Techniques, CPR, First Aid etc...) could result in immediate removal from duty and suspension.

c. Because many of the skills that you were hired for are seldom used, Shelton Pool feels that it is important that we review, practice and update these skills through in-service trainings. All staff members must attend every in-service training that is scheduled. Each of these trainings is MANDATORY. Meetings will include, but not be limited to Emergency Action Plans, Surveillance & Rescue Techniques, First Aid, Pool Safety, Staff Relations & Teamwork, Pool Maintenance & Upkeep, and Customer Service.

13. STAFF UNIFORMS & HYGIENE

a. The Shelton Pool requires that staff wear the uniform required at all times when on duty. Lifeguards/Managers are required to wear their whistle, lanyard and staff suit while on duty. Staff members must supply their own whistles, the “uniform” is intended to clearly identify staff so as to command respect the position deserves, and to clearly identify the person to whom the public should turn if an emergency should arise. If the weather is poor and there are not enough staff sweatshirts to go around, the manager may authorize other clothes to be worn.

b. The uniform will be worn as designed. This means swim bottoms will not be rolled down; shoulder straps will stay on top of the shoulders; and any other uniform adjustments will not be permitted. The uniform is also not to be altered or defaced in any way.

c. Staff members are encouraged to wear a hat or visor. However, hats and visors must be pre approved by a manager. Generally, only plain colored hats without extravagant logos or designs will be allowed. They MAY NOT be worn backwards or to the side.

d. Staff should always come to work clean and well groomed. This also includes a clean and orderly uniform. Management has the right to ask staff to remove any item that is not part of the issued uniform. They also have the right to send a staff member home if they do not come in the proper uniform.

e. Staff is responsible for bringing their own towels to work. Shelton Pool does not provide towels for the Staff, this is your responsibility to do so.

14. SUN PROTECTION

a. Sunglasses with UV coating, hats that cover the top of the head, ears & nose, and a minimum of 15 SPF sunscreens are STRONGLY recommended to be worn by all Staff when in direct sunlight. Staff members should bring these items every day, at their own expense, when they come to work. These items are not provided by the Pool/Village.

15. JEWELRY, PIERCINGS, TATTOOS & HAIRSTYLES

a. For safety reasons, jewelry & piercing that negatively affect your job are not to be worn by staff while on duty. This jewelry includes facial piercing in the nose, lip, and eyebrow. Hoop piercings are also prohibited because this can be dangerous to both rescuer and victim. Besides belly button studs, no other visible body piercing is allowed.

b. Jewelry, piercings, tattoos & expressive hairstyles for on duty employees must be conservative, in good taste and not conflict with any job related safety standards. Tattoos that depict sexual innuendos, violence or any other socially unacceptable image must be covered up.

16. OFF-DUTY

a. When staff members come to swim when they are off duty, they should have their own suit on, not the staff uniform. Wearing a staff uniform implies to the public that you are on duty and this would not be consistent with lounging on the deck or doing anything else that would lead the public to believe that you were not performing appropriately. Staff will be expected to obey ALL POOL RULES and behave in a way that positively reflects Shelton Pool & the Village of Shelton.

b. Staff uniforms should not be worn to personal functions that could negatively represent the Village of Shelton or The Shelton Pool. This includes any clothing with the Pools logo on them.

(

17. SMOKING/TOBACCO USE

a. Shelton Pool employees may not use tobacco products while on duty, in uniform or near the Pool or Shelton Park.

18. POOL OPENING DUTIES

a. Staff is scheduled to arrive 30 minutes before the pool opens. Managers should arrive earlier if pool is in need of being vacuumed. It is VITALLY IMPORTANT that ALL STAFF arrive on time and work cooperatively, efficiently and effectively.

b. Staff members should arrive having already eaten their lunch (do not bring your lunch to eat on pool time when you should be preparing the pool to open!) Dinner break is 1 hour long and this is plenty of time to eat your meal and get back to work -ready to work....do not expect to come back to work and eat your meal on pool time.

c. Lifeguards should sweep the deck, hose the deck as needed, clean skimmer baskets, net the pool, (this also includes the baby pool), check bathrooms to make sure they are clean and ready to go, check bathrooms to make sure there is soap-toilet paper-trash can liners etc., sweep sidewalk on front of pool (especially if village personnel have mowed), sweep sidewalks surrounding the outside the pool fence (again-especially if village personnel have mowed), water plants, umbrella's out as needed, apply sunscreen, etc.

d. Managers should check to see that duties by lifeguards have been done, sign in sheets are ready to go, money is in drawers, unlock baby pool gate & slide-office window, check chemicals & document, check filter room and make adjustments as needed (backwash/chlorine/etc.), vacuum pool if needed.

19. POOL CLOSING DUTIES

a. Lifeguards should bring in guard tubes & umbrellas, clean bathrooms (toilets cleaned and flushed with bowl cleaner after all patrons have left the locker rooms), sinks and mirrors scrubbed and shined with Windex, disinfect/ rinse & squeegee floors / decks, clean drains out, empty trash /replace liners, stack deck furniture, pick up trash in front of office, etc.

b. Managers should oversee guard closing duties, attend to any chemicals that need to be added (chlorine-acid, etc.), prepare new sheets for the next day (sign in/pay cards, chem. log, etc.). Count money, record it & prepare for deposit, initial pay cards, lock slide/baby pool/office window/filter room & all doors before leaving.

20. RULE BOOK

a. AGE LIMITATIONS

(1) Children six (6) years of age & younger must be accompanied by a person, age 14 or older, always.

(2) Only children 5 & younger will be permitted to use the baby pool.

b. SWIM ATTIRE & HYGIENE

- (1) All patrons must use the restroom & take a complete shower before entering the pool.
- (2) Patrons having an obvious communicable disease, open sores, ear, eye, nose, or throat infections will not be admitted into the pool.
- (3) Appropriate swimwear must be worn at all times. Cut off pants or jeans are not permitted in the pool.
- (4) Children who are not toilet trained must wear a swim diaper.
- (5) T-shirts are not permitted in the water unless the swimmer has a doctor's written consent or approval from pool management.
- (6) Street shoes should not be worn on the pool deck. Deck shoes (aqua shoes, sandals, etc...) will be permitted with the manager's approval.
- (7) Management is not responsible for lost, stolen, or damaged property that is not kept in a basket in the basket room.

NOTE: These rules also pertain to staff members. EX.-if a staff member shows up with open sores/eye nose or throat infection/or any communicable disease, etc.- they will not be allowed to work until it is deemed ok by management.

c. **FOOD & DRINK**

- (1) Food and drinks must stay in the designated area.
- (2) Glass containers (including fingernail polish) or sharp utensils, tobacco or alcohol products are not permitted in the facility.

d. **SAFETY RULES & EQUIPMENT USE:**

- (1) To avoid slipping, patrons must walk, - no running.
- (2) Patrons may not hang on ropes or buoys (3) Patrons should refrain from playing on or diving off ladders
- (4) Patrons may only dive in water exceeding 5 feet.
- (5) Unless otherwise approved, only Coast Guard approved personal floatation devices are permitted in the pool and children using such devices MUST be supervised at all times!
- (6) Patrons are permitted to use soft, pliable balls, such as Nerf balls. However, hard objects, such as tennis balls-footballs are not permitted in the pool. If pool becomes extremely crowded, the use of any objects may be limited by staff.

(7) ONLY POOL STAFF is permitted to use the rescue equipment, first aid supplies, and the lifeguard chairs.

e. **CONDUCT**

(1) Rough play such as dunking, wrestling, throwing people, shoulder rides, or unwelcome splashing are not permitted. Pool management reserves the right to limit or prohibit any behavior that may lead to personal injury or property damage.

(2) Behaviors such as using foul language, fighting, or threatening/harassing other patrons or staff are not permitted and strictly enforced.

(3) Spitting water, blowing nose, or any other similar activities in the pool are strictly prohibited. (4) Pool managers have the authority to eject patrons from the pool and its ground if the patron severely or continually breaks pool rules!

f. **POOL CLOSINGS**

(1) If there are less than 10 swimmers after 30 minutes of the pools opening, the Pool Manager has the authority to close the pool

(2) The pool may close or its use limited at any time because of weather, operational difficulties, or overcrowding at the discretion of management. In case of lightning, the pool will remain closed for 15 minutes after the last sighted bolt or audible claps.

g. **DIVING BOARD RULES**

(1) Use caution when diving. Head and cervical injuries can result from improper diving.

(2) Due to depth of pool, users must have proven swimming ability to use diving boards.

(3) Only one person is permitted on the diving board at a time.

(4) One bounce only.

(5) Diver must be to poolside or clearly out of the way before the next diver may go.

(6) Handstands, cartwheels, or sitting on board is not permitted.

(7) Swim to nearest side after the dive.

(8) Patrons may not swim under the boards.

(9) Patrons may not move the fulcrum.

(10) Inward dives or gainers are not permitted.

NOTE: Patrons who begin to ascend or have made it to the top of the high board and have become frightened should be allowed to come back down via the ladder. However, they should not be allowed to descend the ladder by themselves. If the patron has made it past the safety of the guardrails the patron should not be allowed to return to the guardrails. The patron should be encouraged to jump off the board. Make sure that they must jump straight off. Turning around on the board is extremely dangerous and should not be allowed. If the patron does not exit the board in about 5 minutes or the guard feels that the patron is in danger, they may assist them to safety. If this happens, the guard should clear the dive well, exit their chair (don't forget to 2 tweet), and assist the patron to safety.

h. WATERSLIDE RULES

- (1) Only one person on each platform at a time
- (2) Only one person may slide at a time.
- (3) Patrons MUST go down the slide feet first & on their backside
- (4) Stopping on the slide is not permitted
- (5) Exit splashdown area immediately and swim to the ladder or under the rope
- (6) Standing up, curling in a ball, or rolling over when going down the slide is NOT permitted
- (7) Pregnant women are not permitted to use the slide
- (8) Jewelry, eyeglasses, goggles, floatation devices, etc. are prohibited

i. STAFFING THE WATERSLIDE

(1) The guard at the bottom of the slide should be in the water with a rescue tube unless otherwise authorized by the manager. The splashdown area should be kept clear and people entering the water **from the slide** should be assisted as needed. The slide attendant should not let the next person go until receiving a signal from the guard stationed at the splashdown area. The slide attendant should help people into the slide as needed and make sure they are sitting down feet first. The top deck will be watched so as not to get overcrowded. The bottom guard should alert the slide attendant if there are problems. The manager can eject patrons who break slide rules from the pool.

j. SLIDE HAND SIGNALS

(1) To help communicate between Slide Attendant & the splashdown area guard, the following hand signal will be used:

- (a) THUMB UP-Guard ready to receive patron.

- (b) OPEN HAND-Stop patrons from coming down slide.
- (c) PALMS 6" APART-Small child coming down slide, be ready.
- (d) ROTATING HAND OVER HAND-Patron turning over in slide.
- (e) TWO FINGERS TOWARDS EYES-Watch water carefully
- (f) TWO FINGERS UP-Adult & Small Child coming down together

k. **ENFORCING RULES & STAFF COMMUNICATION**

(1) As a part of the Shelton Pool Staff, the most effective ways you may ensure the safety of the patrons is to enforce the pool rules. Consistent enforcement of rules by the staff is very important. To be consistent, it takes management supervision, staff communication, and the desire to be professional. Always be conscious of your body language, tone of voice, & choice of words when enforcing rules. Safety is the primary concern, but good public relations should also be promoted.

(2) Whistles:

- (a) ONE TWEET=Normal patron rule infraction
- (b) TWO TWEETS=Staff needs assistance or guard leaving chair, manager respond
- (c) THREE TWEETS=Emergency in progress, start emergency procedures.
- (d) ONE LONG TWEET=Clear the pool; all patrons must exit the water immediately. Also it allows patrons to reenter the pool after a break.

L. **REPRIMAND OF PATRONS**

(1) Lifeguards can recommend the ejection of a patron from the pool (2) Lifeguards need to tell the manager about the problem before the ejection can happen. Remember only managers may eject patrons. (3) Managers/lifeguards need to fill out a note card about the situation (in case of multiple occurrences) and put the card in the "Reprimand Box"

m. **RELIEVING STATIONS & ROTATION**

(1) Staff should rotate at the predetermined time and pattern set by management at the beginning of the season. It is important that staff be on time when it is their turn to rotate out.

(2) RELIEVING A LIFEGUARD STATION:

- (a) Incoming guard should take position next to the stand and observe the area of responsibility for that stand
- (b) While scanning the area, the incoming guard signals the outgoing guard on the stand to climb down
- (c) The outgoing guard takes position next to the stand and scans the area, then signals the incoming guard to climb up the stand
- (d) Ask the lifeguard you are relieving if there is any patrons in the area of responsibility that need closer than normal supervision
- (e.) Once in the stand, the incoming guard takes responsibility for the area and signals that the outgoing guard can leave
- (f) The outgoing guard should continue to observe the activity in the water and on deck while going to the next station.

NOTE: Staff may take water, a towel, and appropriate sun protection to the stations with them. Staff should pick up any trash they see during their rotations.

Break times allow guards to rest, replenish fluids, and apply sunscreen. When on break, guards may not leave the pool without the permission of the management.

n. **EMERGENCY PROCEDURES**

(1) PRIMARY RESCUER:

- (a) Alert other staff with three short whistle blasts.
- (b) Proceed directly to victim.
- (c) Bring with you needed rescue equipment.
- (d) Perform necessary immediate life-sustaining care.
- (e) Remain with the victim at all times.

(2) SECONDARY RESCUER

- (a) Assist with victim rescue (if needed)
- (b) Communicate needs to manager (if not already alerted)
- (c) Occupy post vacated by primary rescuer (if needed)

3) MANAGER:

- (a) Move to accident scene.
- (b) Assist with ambulance decision.

- (c) Take control of situation.
- (d) Release victim to Emergency Responder for transport to hospital.
- (e) Make sure victim's belongings are sent with them in ambulance (if possible)
- (f) Find out what hospital victim is being taken to.

(4) ON-DUTY GUARDS NOT DIRECTLY INVOLVED:

- (a) Relay "Emergency in Progress" to manager
- (b) Remain at assigned post and continue guarding your area or area of "primary and secondary rescuer" if no other guard is available to take their post.
- (c) Stand by to relay "ambulance needed" information
- (d) If ambulance is needed, clear the pool by standing up, raising rescue tube horizontally above your head and giving one long, loud whistle blast and say "clear the pool".
- (e) As patrons exit the pool, direct them to area of deck that will not be in the way.
- (f) Remain at post until pool is clear
- (g) Maintain patron control in area away from victim and emergency access gate (baby pool)
- (h) Make no comment about situation to the public or media.

(5) MANAGER:

- (a) Dial 911
- (b) Use the Emergency Script for your pool. Don't hang up until dispatcher tells you to
- (c) Announce an "Emergency Safety Break" on the PA system.
- (d) Close front doors, and stop admitting guests.
- (e) Lock front window
- (f) **Contact a Pool Board Member.**
- (g) Having reached someone on that list, do as they direct with regard to additional contacts.
- (h) Collect victim's belongings if possible.

- (i) Determine identify and family contact information if possible.
- (j) Send victim's belongings with them in emergency vehicle.

o. IMMEDIATE POST-EMERGENCY PROCEDURES:

(1) Manager:

- (a) Contact parents/family of victim informing them of accident and victim's location.
- (b) Collect names, address, and phone numbers of two or three witness (as necessary).
- (c) Make pool closing or re-staffing decision.
- (d) If re-staffing, call off-duty guards.
- (e) closing, make announcement over PA system
- (f) Complete Accident Report with primary rescuer.
- (g) Conduct initial debriefing with all involved staff.
- (h) If pool is reopened, make sure pool has all rescue equipment. Meet with all staff involved.
- (i) Meet with media if necessary.

(2) PRIMARY RESCUER:

- (a) Move to quiet, isolated place.
- (b) Complete Accident Report with manager
- (c) Meet with Management & Pool Board for initial debriefing.

(3) LIFEGUARDS:

- (a) Refrain from comments about accident to public or the media.
- (b) Do not talk with other staff about accident where the public can overhear you.
- (c) Supervise patrons as they vacate the pool if closing announcement is made.
- (d) Continue supervising patrons on deck until relieved, if pool is to reopen.
- (e) Meet with manager prior to returning to lifeguard duties.

NOTE: If pool is closed due to the emergency we will issue 'rain tickets' for anybody that requests one.

p. **PROVIDING FIRST AID:**

(1) Patrons or staff needing first aid should receive immediate attention by staff. Our first aid kit has all the necessary supplies as required by the State of Nebraska. Pool managers will inventory supplies daily. Any injury where blood or bodily fluids are present, make sure to follow Exposure Control Plan. The pool manager should be called for assistance if necessary.

q. **EXPOSURE CONTROL PLAN:**

(1) When giving first aid, working with bodily fluids, or cleaning, always wear the protective equipment, such as rubber gloves. Always wash equipment/objects that have been soiled by blood or other bodily fluids with chlorine bleach solution. Throw away all soiled gloves, gauze pads, or other disposable materials in a separate trash bag labeled for biohazard materials, remove gloves last. Always wash your hands with anti-bacterial soap after cleaning or providing first aid-even if you wore gloves. If you believe that during providing first aid or cleaning that an exposure has occurred, contact the pool manager immediately and take note of the exposure on an employee accident/incident form. Also, be careful in handling sharp objects that you are asked to dispose of such as knives, needles, or broken glass.

r. **FECAL INCIDENT PROCEDURES:**

- (1) In cases of know fecal incidents the following steps should be followed
- (2) Direct everyone to exit the pool immediately.
- (3) Without “making a scene”, remove as much of the fecal material as possible using a net or scoop. Dispose of material in a sanitary manner. Clean and disinfect net or scoop (e.g., leave net or scoop immersed in pool during disinfection). Vacuuming fecal materials is not recommended.

s. **PROCEDURES FOR FORMED STOOL** (solid, non-liquid):

- (1) Raise free chlorine to at least 4 ppm, while maintaining proper PH. Ensure concentration is found throughout entire pool.
- (2) Maintain a minimum 4 ppm for at least 25 minutes before reopening the pool.
- (3) Ensure filtration system is operating.
- (4) Document incident in Fecal Incident Log.

t. **PROCEDURES FOR DIAHRRHEA** (liquid stool)

- (1) Raise free chlorine to at least 20 ppm, while maintaining proper PH. Ensure concentration is found throughout entire pool.

- (2) Maintain a minimum 20 ppm for at least 8 hours.
- (3) Ensure filtration system is operating.
- (4) Backwash the filter thoroughly.
- (5) Ensure chlorine levels are returned to normal before reopening the pool.
- (6) Document incident in Fecal Incident Log.
- (7) Information provided by NE Swimming Pool Operators Manual-Attachment #2

21. VANDALISM & THEFT PROCEDURES

a. Depending on the severity of the incident, the pool manager will call 911, then fill out an incident report & notify a Pool Board Member/or a Village Board Member if a Pool Board Member can't be reached. If there are any witnesses write down their information. Minor incidents may only require Pool Board notification & an incident report. Examples of incidents: stuff thrown in pool, picnic tables or trash cans damaged, facility broke into, equipment missing, guest property damage or items stolen, etc....

22. LOST CHILD PROCEDURE:

a. When a report of a Lost Child has been made:

- (1) The Manager should make the "Lost Call Announcement"
- (2) Secure front doors
- (3) On-station lifeguards will first clear and visually search the pool then visually search the surrounding areas.
- (4) Slide attendant will check the restrooms. Then begin surveillance for the child outside facility.
- (5) If the child is not found, 911 should be contacted immediately.
- (6) Complete an Incident Report with any witness information.

23. PEDOPHILE/CHILD ABUSE PROCEDURE:

a. Contact the manager immediately with the description of the perpetrator and their location. The manager will contact 911 and a Pool Board Member. Try to be discreet about your actions as to not scare the perpetrator away before the police arrive. Complete an Incident Report including any witness statements.

24. VIOLENT ACTS PROCEDURE:

a. In any case where there is a threat of violence, staff member should stay clear of the area, do not physically intervene, and contact 911 immediately. If someone calls the pool and gives verbal threat, try to get as much information written down about the threat and the person making the threat. Have someone contact 911 immediately. In some cases, the pool may need to be cleared and guests should be asked to exit the facility via the baby pool. **Make sure that a Pool Board Member is contacted and Incident Report is completed with any witness statements.**

25. **MATERIAL SAFETY DATA SHEETS (MSDS):**

a. These are kept in the blue binder labeled “Chemicals” in the white plastic tub. These sheets contain all the necessary information needed to deal with the chemicals that we use at the pool, including the precautions needed to use them and the first aid procedures to use if you are hurt by them.

26. **ACCIDENT, INCIDENT, NEAR MISS & WITNESS REPORTS:**

a. An accident or an incident report must be completed entirely by the staff member handling the specific situation no matter how minor it may appear. Near Miss Reports should be filled out if a dangerous situation is apparent but did not happen. Signatures are required on accident & incident reports but are optional on Near Miss reports. Staff member completing the form should number the form and note where the accident/incident happened on an Accident/Incident form. If there are patrons who witnessed the incident/accident, have them or help them fill out a Witness Report. All of these reports are admissible in court and should be filled out as factual, legibly and completely as possible. Pool Board Members will be notified in cases of serious accidents or incidents and they will notify the village office.

27. **MEDIA CONTACT:**

a. Reporters or feature writers may approach pool staff from local newspapers, radio and television stations about pool activities, rescues, or drowning. Refer all inquiries to the pool manager.

28. **STAFF & PROPERTY SECURITY:**

a. There should always be a staff member at the front desk monitoring the cash register and the pool entrance.

b. Concessions (or other related items) purchased by staff members must be witnessed by management. Stealing from the Shelton Pool may result in job termination and legal prosecution.

c. Ensure that storerooms & mechanical areas are locked or visually monitored at all times.

- d. Personal staff information, like last names, phone numbers, or addresses, should not be given to the public
- e. Once all the patrons have left, a staff member should lock exterior doors to prevent the public from entering into the pool area
- f. All doors & windows should be locked and all lights should be turned off as you leave each night, this includes mechanical and storage areas. Be sure to check all the exterior padlocks as well.

29. CLOSING EARLY:

a. During inclement weather (rain or cold), the pool may close early if there are less than 10 swimmers after 1 hour of the pool's opening. Assistant Managers should call the Manager to discuss not opening or closing too early. Although the number of swimmers stated above gives justification to close early, managers should take the weather forecast into account. If the pool is closed in the afternoon, staff should still report to work in the evening unless otherwise told by a manager.

b. On cool, rainy days managers have the authority to reschedule staff to stagger their arrival times. The manager should assign staff members who are on duty when the pool is not busy, tasks such as cleaning the facility or repairing equipment.

c. When closing the pool for an afternoon, evening, or the entire day, the managers should do the following:

d. Change the answering machine (remember to change it back after reopening).

e. Post the pool closed sign (remember to take it down when reopening).

f. Patrons arriving at the pool, when the staff knows that the pool could possibly close early, need to be told so and that a refund will not be granted. However, patrons who have been at the pool for less than an hour and are asked to leave early should receive a rain ticket issued by the manager. The manager should initial and date the ticket.

- g. When the pool is closed early for any reasons, staff should stay with unaccompanied children until an adult arrives. Patrons should also be allowed to use the phone.

30. CLOSINGS DUE TO WEATHER

a. All severe weather decisions will be made by the manager. Staff should keep radios tuned to FM 105.9 or 102.3 and have the weather alert on for up to date weather bulletins in possible severe weather situation. Make sure that patrons are kept up to date on any changing weather situations. Make sure that immediate action is taken in the following situations:

(1) TORNADOES: If Shelton enters a Tornado Warning, the pool is to be cleared immediately and patrons should be encouraged not to leave the relative safety of the

bathroom. Guests who are younger than 18 years old will not be allowed to leave without being accompanied by a responsible adult. Patrons and staff should be directed to move to the safest interior wall and get down, covering their head with towels or other padding.

(2) HIGH WIND: High wind can cause hazardous conditions such as wave action that reduces visibility; staff should clear the pool when visibility is such that a lifeguard cannot see the bottom. Wind may also create potential hypothermia conditions on cool days, especially for small children and elderly guests.

(3) LIGHTNING: Swimmers should be instructed to clear the pool immediately when lightening/thunder is sighted/heard. Swimmers are not to re-enter the pool until 15 minutes after the last sign of lightning/thunder and it is determined safe for swimming by the manager. Patrons are not to use a land line phone or the showers(during this time. They should also clear the decks as well.

(4) RAINSTORMS: In case of rain, staff should clear the pool when visibility is such that a lifeguard cannot see the bottom.

31. CLOSING DUE TO POOL EMERGENCY:

a. SERIOUS INJURY OR DROWNING: In some cases, the pool may have to be closed early because of an incident or accident at the pool. If the pool is ever without necessary equipment or personnel, the pool must close until the pool is restored to operational readiness. This also means that all on duty staff must be of sound state of mind to work after the incident.

b. FECAL INCIDENT: If a fecal incident is discovered, the pool must be cleared immediately, and the seriousness of the incident must be assessed. If the incident is serious enough the pool may have to be closed until the pool is safe to swim in again. *See "Fecal Incident Procedure".

32. WORK SCHEDULES:

a. Weekly schedules (we usually try to have 2-4 weeks of scheduling posted) are posted in the basket room on the whiteboard. It is a staff member's responsibility to come in and check their schedule. Prior to any scheduled time, a staff member may submit a request for 'time off', but once the schedule is published, staff members must find a sub for their scheduled shifts. (Schedule changes MUST also have manager approval). If the staff member is unable to find a sub they will be required to work their scheduled time.

b. Only individuals currently on payroll may be used as substitutes. If a staff person gets a sub, that person cannot take their hours back (unless otherwise agreed to).

c. Employees are expected to arrive by the time scheduled and be ready to work. Arrive earlier if you need extra time to get ready. If a person arrives early that person will not be paid for those hours unless he/she is assigned a task to do by the manager. Numerous absences, unexcused absences, or failure to show up for work are justification for your dismissal. The quality of your work may be excellent, but it will not be of benefit to us if we cannot count on your attendance and punctuality. Continually asking people to sub for you shows that you are not committed to your job and responsibilities. Our pool is much more successful if the schedules are made by management and not being continually changed with sub arrangements.

d. If you are off work longer than two days, you may be asked to submit a note from your doctor before you can return to work.

33. END OF THE SEASON:

a. Staff is expected to work to the end of the season unless other arrangements were made prior to the end of the season. Shelton Pool usually closes the weekend before Shelton Public School starts.

34. TIMESHEETS & PAYCHECKS:

a. Employees are to clock in and out on their scheduled work day. Managers are to sign time cards on a daily basis. Time cards are to be put in the deposit bag 1 x weekly. Shelton Pool Staff is paid on a bi-weekly basis.

35. EMPLOYEE MANAGEMENT:

a. Shelton Pool believes in an enjoyable, cooperative, professional and safe work environment. Managers are encouraged to recognize and reinforce positive actions by employees.

b. When a negative and/or unproductive staff incident occurs, it is necessary that the problem be addressed professionally, efficiently and effectively. Generally, depending on the severity of the actions, the first time an incident occurs a manager will discuss the incident with the staff member. Any future similar incidents will be documented and staff will be suspended (lose scheduled hours). Each suspension will be increased until it is felt that the staff member will not change their behavior. At this time that staff member will be terminated. Once again, depending on the severity of the incident, immediate suspension or termination is always possible.

c. Examples of incidents that will not be tolerated include the following: not showing up for work, arriving late to work, poor guarding or cashiering skills, leaving the pool area without letting a manager know, acting in an unprofessional manner, failure to share in the job responsibilities, not wearing proper uniform, not showing for in-service trainings and failure to follow operating procedures stated in this manual.

d. Shelton Pool will always give preference to returning staff, but rehire from season to season is never guaranteed. Staff members that perform below the management, and Pool Board's expectations may not be rehired even if you were not terminated the season before.

36. FAIR LABOR STANDARDS ACT (FLSA) FOR 14 & 15 YEAR OLDS

a. The following standards are Federal Laws and MUST be followed at all times. Due to the number of staff and age ranges that work for the Shelton Pool, it is your responsibility to help remind management of these standards if you are asked to do anything that goes against the following rules.

(1) 14 & 15 Yr. Olds Can Work:

From 7 AM —9 PM and no more than 8 hrs./day & 40 hrs./week from 6/1 — Labor Day. No later than 7 PM and no more than 3 hrs./day & 18 hrs./week on School Nights

(2) 14 & 15 Yr. Olds CANNOT:

Work as a Slide Attendant Load or unload goods (i.e. pool supplies) from trucks, etc....

37. CONTINUED EMPLOYMENT & PAY SCALES:

a. Employment:

(1) The Shelton Pool hires seasonal staff. Consideration for rehire is based upon, but not limited to, the following: attendance, enthusiasm, job knowledge, performance, and adherence and enforcement of the policies and procedures stated in this manual.

(2) Pool Manager must sign a yearly contract (unless otherwise stated) when the Board approves of the Person being hired as the pool manager.

b. PAY SCALES: (1) Managers (2) Asst. Managers (3) Lifeguards

a. No Pool employee shall work over 40 hours without written explanation accompanying time card and approved by Village Board. (Management or Guards)

38. KNOW YOUR POSITION!

a. POOL MANAGER DUTIES & RESPONSIBILITIES:

(1) General:

- (a) Reports directly to the Pool Board & the Village Board
- (b) One manager must be on duty at all times when the pool is open to the public. A manager that holds a lifeguard certification is off the chair (while on duty as manager) unless the pool is short of staff or chooses to relieve staff. (Emergency purposes only)
- (c) Responsible for the petty cash, concession revenue, concession reimbursements, issuing rain tickets, completing the deposit sheet, counting money and bank deposits each day.
- (d) Communicate equipment problems, staff difficulties and operation problems to the proper people
- (e) Enforce "Inclement Weather Policy"
- (f) Report serious injuries/incidents to the Pool and Village Office
- (g) implement Emergency Action Plan should it become necessary.
- (h) Inventory forms, first aid, passes, and supplies on a daily basis "restock" as needed.
- (i) Routinely check the season pass and activity ticket log books for accuracy.
- (j) Record pool statistics as required
- (k) Complete tasks on managers opening and closing daily checklist.
- (l) Complete all other duties as assigned.

(2) Staff Supervision:

- (a) Manage staff to ensure procedures are followed and consistent enforcement of rules.
- (b) Conduct scheduled in-service training sessions and spot-checks throughout the season.
- (c) Staff scheduling
- (d) Oversee substitution schedule.
- (e) "Coach" & motivate staff daily to ensure continual improvement.

(3) Public Relations:

(a) Establish and maintain effective working relationships with fellow employees, officials and the public.

(b) Wear staff suit with or without staff shirt

(c) Sole authority to eject a person from the facility. Managers should notify Pool Board after an ejection.

(d) Manage staff to ensure positive public relations.

(e) Positively promote all Shelton Swimming Pool programs/activities.

(4) Maintenance:

(a) Handle vending machines (stocking pop, refunds, proper operation).

(b) Manages for a clean and safe facility.

(c) Maintain acceptable water quality and test at least 3 times a day.

(d) Water quality recorded on State of Nebraska form.

(e) Mechanical and non-mechanical equipment daily inspection

(f) Promote and adhere to a preventive maintenance philosophy with staff.

(g) Perform backwashing functions.

(h) Handle chemical functions safely and correctly (storage, moving, adding).

(i) Small equipment repairs

(j) Oversee and assist with morning cleaning as well as opening and closing duties.

(k) Oversee de-winterization at the beginning & winterization at the end of the season.

b. ASSISTANT POOL MANAGER:

(1) Requirements:

(a) Must have current State of Nebraska Pool Operators License

(2) The assistant pool manager is responsible for assisting the pool manager with the efficient operation and management of the Shelton Swimming Pool. The assistant pool manager will act as the pool manager when the manager is not present. This person will report directly to the pool manager. In the absence of the pool manager, this person will report to the Shelton Pool Board.

(3) GENERAL:

(a) Assist in the preparation and enforcement of pool rules and regulations. Initially handle all grievances and/or disciplinary cases involving pool patrons.

(b) Assist with all monetary operations of the pool including petty cash, concession revenue, counting money, and making daily deposits.

(c) Implement emergency action plans when necessary.

(d) Assist the manager in updating inventory of all pool equipment and supplies, including forms and reports, first aid supplies, season passes, pool chemicals, and cleaning supplies. Purchase or restock supplies as needed.

(e) When necessary complete all necessary paperwork including daily deposit reports, timesheets, accident and/or incident reports, water quality reports, and any other pool statistics needed.

(f) Continually monitor the weather and use the Inclement Weather Policy when appropriate.

(g) Report serious accidents or incidents to the Manager

(h) Adhere to proper life guarding procedures while on the guard chair.

(4) PERSONNEL MANAGEMENT:

(a) Directly supervise all staff to make sure all areas of pool operation are properly covered.

(b) Assist with supervision of lifeguards, including customer service, concessions, etc. to insure the proper operation procedures are followed and consistent enforcement of rules is maintained.

(c) Assist in formulating and conducting in-service training programs for all pool staff throughout the season and assist in establishing emergency action plans.

(d) Make sure substitute procedures are adhered to.

(e) Assist in completing end-of-season staff evaluations. ?

(5) POOL MAINTENANCE:

(a) Manage entire pool mechanical operations including filtration and chlorination systems.

(b) Maintain an acceptable water chemistry level and test at least 3 times per day, recording results on proper reports.

(c) Backwash when necessary.

(d) Conduct daily mechanical and non-mechanical equipment inspection.

(e) Adhere to proper safety protocol when performing chemical operations (storage, moving, etc.).

(f) Supervise and assist with daily cleaning of pool, bathhouse, restrooms, and lobby

c. LIFEGUARD DUTIES & RESPONSIBILITIES:

(1) GENERAL:

(a) Reports directly to the pool manager/assistant managers

(b) Complete "Accident Reports" & "Incident reports" as needed.

(c) Attend regularly scheduled in-service meetings.

(d) Maintain physical fitness to perform a rescue if needed.

(e) Report to work on time and when scheduled.

(f) Cooperatively work with staff to ensure a professional and enjoyable work environment.

(g) Complete all other duties as assigned.

(2) SAFETY:

(a) Consistently enforce the rules and regulations of the pool in order to prevent accidents and allow for enjoyment of all patrons.

- (b) Render first aid as necessary.
- (c) Take necessary precautions against sunburn.
- (d) While on the guard stand, sit in an alert manner and adhere to Red Cross guidelines
- (e) Perform Emergency Action Plan should it become necessary.

(3) PUBLIC RELATIONS:

- (a) Establish and maintain effective working relationships with fellow employees, officials and the public.
- (b) Be friendly, tactful and courteous to all pool patrons.
- (c) Should be professionally alert at all times.
- (d) Must wear staff suit with or without staff shirt.
- (e) Professional actions (do not sit on counters, lounge on the deck, etc....)
- (f) Positively promote all Shelton Pool activities/programs.

(4) MAINTENANCE:

- (a) Adhere to a preventive maintenance philosophy.
- (b) Perform routine cleaning duties (bathrooms, decks, trash, etc.).
- (c) Perform opening and closing duties.
- (d) Assist managers with the handling and repair of equipment.

39. SHELTON POOL STANDARDS:

- a. CUSTOMER SERVICE-Treat our guest like you would like your family treated.
- b. SAFETY-Trust your instincts. If you “think” that it may not be safe, it probably isn’t.
- c. TEAMWORK-Treat your co-workers like you need a favor, even if you don’t.
- d. PROFESSIONALISM-Behave & look like you’re videotaped for training.
- e. CLEANLINESS-Clean like your family is coming to visit.
- f. LIFEGUARDING-Train & watch your water like someone’s life depends on it.
- g. DECISION MAKING-How would what you’re doing look on the front page of tomorrow’s paper?

40. SHELTON POOLS STAFF RULES FOR THE SUMMER:

- a. Follow all “Shelton Pool Standards”.
- b. Read and understand the staff manual.
- c. Know & equally enforce all the pool rules.
- d. Do your share of the work & help others when needed.
- e. Be on time (including to all staff meetings).
- f. Treat everyone like they’re your family or friends.
- g. If it is not yours, don’t use it without permission.
- h. Have a Great Summer. That’s why we are all here!

THANK YOU SHELTON POOL STAFF!

SHELTON POOL STAFF ARE VITAL TO THE SUCCESS OF OUR SUMMER PROGRAMS. YOUR PRIDE TO SAFETY & CUSTOMER SERVICE IS NOTICED AND APPRECIATED BY THE PEOPLE OF SHELTON AND ALL ITS VISITORS. YOU ARE IMPORTANT AND YOU SAVE LIVES EVERYDAY. THANK YOU FOR EVERYTHING YOU DO FOR THE VILLAGE, THE POOL AND EACH OTHER. HAVE A SAFE & FUN YEAR!

VILLAGE OF SHELTON
Identity Theft Prevention Program
Implemented as of October 16, 2008

I. INTRODUCTION

The Village of Shelton (the “Utility”) developed this Identity Theft Prevention Program (“Program”) pursuant to the Federal Trade Commission’s (“FTC”) Red Flag Rule, which implements Section 114 of the Fair and Accurate Credit Transaction Act of 2003. 16 C. F. R. § 681.2. This Program is designed to detect, prevent and mitigate Identity Theft in connection with the opening and maintenance of certain utility accounts. For purposes of this Program, “Identity Theft” is considered to be “fraud committed using the identifying information of another person.” The accounts addressed by the Program, (the “Accounts”), are defined as:

1. An account the Utility offers or maintains primarily for personal, family or household purposes, that involves multiple payments or transactions; and
2. Any other account the Utility offers or maintains for which there is a reasonably foreseeable risk to customers or to the safety and soundness of the Utility from Identity Theft.

This Program was developed with oversight and approval of the Village Board of Trustees. After consideration of the size and complexity of the Utility’s operations and Account systems, and the nature and scope of the Utility’s activities, the Village Board of Trustees determined that this Program was appropriate for the Village of Shelton and therefore approved this Program on _____, 2008.

II. IDENTIFICATION OF RED FLAGS.

A “Red Flag” is a pattern, practice, or specific activity that indicates the possible existence of Identity Theft. In order to identify relevant Red Flags, the Utility considered the types of Accounts that it offers and maintains, the methods it provides to open its Accounts, the methods it provides to access its Accounts, and its previous experiences with Identity Theft. The Utility identifies the following Red Flags, in each of the listed categories:

- A. Notifications and Warnings from Consumer Reporting Agencies.
Not applicable to the Village of Shelton
- B. Suspicious Documents. Not applicable to the Village of Shelton
- C. Suspicious Personal Identifying Information. Not applicable to the Village of Shelton

D. Unusual Use Of or Suspicious Activity Related to an Account.

- 1) A change of address for an Account followed by a request to change the Account holder's name;
- 2) An account being used in a way that is not consistent with prior use (such as late or no payments when the Account has been timely in the past)
- 3) Mail sent to the Account holder is repeatedly returned as undeliverable;
- 4) The Utility receives notice that a customer is not receiving his paper statements
- 5) The Utility receives notice that an Account has unauthorized activity.

E. Notice regarding possible identity theft.

The Utility receives notice from a customer, an identity theft victim, law enforcement or any other person that it has opened or is maintaining fraudulent Account for a person engaged in Identity Theft.

III. DETECTION OF RED FLAGS.

In order to detect any of the Red Flags identified above for an existing Account, Utility personnel will take the following steps to monitor transactions with an Account:

- 1) Verify the validity of requests to change billing addresses
- 2) Verify changes in banking information given for billing and payment purposes.

IV. PREVENTING AND MITIGATING IDENTITY THEFT.

In the event Utility personnel detect any identified Red Flags, such personnel shall take one or more of the following steps, depending on the degree of risk posed by the Red Flag:

- 1) Continue to monitor an Account for evidence of Identity Theft
- 2) Contact the customer
- 3) Notify law enforcement
- 4) Determine that no response is warranted under the particular circumstances
- 5) notify the Program Administrator (as defined below) for determination of the appropriate step(s) to take.

In order to further prevent the likelihood of identity theft occurring with respect to Utility accounts. The Utility will take the following steps with respect to its internal operating procedures:

- 1) Adopt a policy that no records from the utility were be released to the public.
- 2) Ensure complete and secure destruction of paper documents and computer files containing customer information
- 3) Ensure that office computers are password protected

UPDATING THE PROGRAM AND THE RED FLAGS

This Program will be periodically reviewed and updated to reflect changes in risks to customers and the soundness of the Utility from Identity Theft. At least yearly, the Program Administrator will consider the Utility's experiences with Identity Theft situation, changes in Identity Theft methods, changes in Identity Theft detection and prevention methods, changes in types of Accounts the Utility maintains and changes in the Utility's business arrangements with other entities. After considering these factors, the Program Administrator will determine whether changes to the Program, including the listing of Red Flags, are warranted. If warranted, the Program Administrator will present the Village Board of Trustees with his or her recommended changes and the Village Board of Trustees will make a determination of whether to accept, modify or reject those changes to the Program.

VI. PROGRAM ADMINISTRATION.

A. Oversight.

The Utility's Program will be overseen by a Program Administrator. The Program Administrator shall be the Administrative Clerk. The Program Administrator will be responsible for the Program's administration, for ensuring appropriate training of Utility staff on the Program, for reviewing any staff reports regarding the detection of Red Flags and the steps for preventing and mitigating Identity Theft, determining which steps of prevention and mitigation should be taken in particular circumstances, reviewing and, if necessary, approving changes to the Program.

B. Staff Training and Reports.

Utility staff responsible for implementing the Program shall be trained either by or under the direction of the Program Administrator in the detection of Red Flags, and the responsive steps to be taken when a Red Flag is detected.

C. Service Provider Arrangements.

In the event the Utility engages a service provider to perform an activity in connection with one or more Accounts, the Utility will take the following steps to ensure the service provider performs its activity in accordance with reasonable policies and procedures designed to detect, prevent, and mitigate the risk of Identity Theft: 1) Requiring, by contract, that service providers have such policies and procedures in place; 2) Requiring, by contract, that service providers review the Utility's Program and report any Red Flags to the Program Administrator.

VILLAGE OF SHELTON, NEBRASKA

RESOLUTION 08-10-16

WHEREAS, the Shelton Village Board of Trustees is a retail seller of water and sewer to residential and commercial customers in Nebraska; and

WHEREAS, Public Law 108-159 went into effect on December 4, 2003 and amends the Fair Credit Reporting Act; and

WHEREAS, such amendment, known as the FACT Act, requires creditors, including utility companies, to comply with the Act no later than November 1, 2008; and

WHEREAS, compliance with the Act requires a creditor to create and implement a written Identity Theft Prevention Program;

NOW, THEREFORE, BE IT RESOLVED by the Chairman and Board of Trustees of the Village of Shelton, Nebraska hereby adopts the "Shelton Identity Theft Prevention Program which is attached to this Resolution.

BY ORDER OF THE CHAIRMAN AND BOARD OF TRUSTEES OF THE VILLAGE OF SHELTON, NEBRASKA, THIS 16th DAY OF OCTOBER, 2008.

LYNN MCBRIDE CHAIRMAN

VILLAGE BOARD OF TRUSTEES

ATTEST;

BONNIE DOREMUS, CMC/VILLAGE CLERK

