



THE CITY OF SAN DIEGO
M E M O R A N D U M

DATE: November 5, 2019

TO: Distribution

FROM: Andrew Field, Interim Parks and Recreation Director

SUBJECT: Staffing Guidelines Regarding Facility Coverage and Closing Procedures for Recreation Facilities

The purpose of the memorandum is to formally reissue the Parks and Recreation Department's staffing policy for Recreation Center Directors, Assistant Recreation Center Directors and Swimming Pool Managers, and staff serving in Out of Class Assignments in these classifications, as well as procedures for closing and/or not opening a recreational facility during normal core operating hours. These guidelines and policies were adopted in 2006, 2012, and restated in 2016. This memorandum reemphasizes this policy in order to provide on-site facility managers with clear direction on staffing facilities and the policies for closing facilities during normally scheduled operating hours.

STAFFING GUIDELINES FOR FACILITY COVERAGE

Recreation Centers, and other Recreational Facilities

Recreation Center Directors and Assistant Recreation Center Directors should be scheduled for duty so that either the Recreation Center Director or Assistant Recreation Center Director is covering the facility operations Monday through Saturday until the scheduled closing time for that facility.

For facilities that are open 60 hours per week, core hours of operation are Monday through Thursday 2:00 p.m. to 8:00 p.m., Friday 1:00 p.m. to 7:00 p.m., and Saturday 9:00 a.m. to 3:00 p.m. For facilities that are open 45 hours per week, core hours of operation are Monday through Thursday, 2:00 p.m. to 7:00 p.m., Friday 2:00 p.m. to 6:00 p.m., and four hours on Saturday. If the center is also open on Sunday, whenever possible there should be a supervisor on site or two staff members present. Each Recreation Center Director and Assistant Recreation Center Director should work either three weekday closing shifts or two weekday closing shifts and a weekend closing shift. Recreation Center Directors who do not have Assistant Recreation Center Directors are to follow the same requirement. It is permissible for the schedules of the Recreation Center Director and Assistant Recreation Director to have some overlap, but their schedules should not be identical. Rather, they should be staggered as much as possible.

Exceptions to the guidelines above for a biweekly period may be granted by prior approval of the District Manager based on special events, vacations, or training. Exceptions must be approved in advance and in writing by the District Manager. Longer term exceptions, 30 days or more, must be reviewed and authorized by the Deputy Director.

District Managers and Area Managers are to ensure that scheduled work days are distributed fairly and Recreation Center Directors are not consistently using hourly recreation staff and/or Assistant Recreation Center Directors to close facilities and to exclusively provide coverage on Saturdays and/or Sundays. Recreation Center Directors are not to schedule themselves to work exclusively during non-peak hours, while using Assistant Recreation Center Directors to cover during the busiest hours. This especially applies to Recreation Center Directors scheduling themselves to work when facilities are

closed and only during week days. Also, Recreation Center Directors and Assistant Recreation Center Directors should not be scheduled to work more than two hours before or after facility hours of operation, unless cleared by the District Manager on a temporary basis (within the bi-weekly schedule) or by the Deputy Director if over 30 days.

Swimming Pools

A Swimming Pool Manager I, II, or III is required to be on site during all times the facility is open. Each Swimming Pool Manager should work either three weekday closing shifts or two weekday closing shifts and a weekend closing shift. It is permissible for their schedules to have some overlap, but Swimming Pool Managers I, II and III should not have identical schedules. Rather, their schedules should be staggered as much as possible.

If an emergency arises, the Supervising Recreation Specialist is authorized to give approval for coverage during open hours by a Pool Manager from a substitute list or assigned from another pool. Otherwise, approval must be authorized by the District Manager. If a substitute Pool Manager is not available, a Pool Guard II who is trained and certified in "Emergency Medical Response" may be used in an "Out of Class" (OCA) capacity if they are on the approved OCA list.

Supervising Recreation Specialists are instructed to ensure that the Pool Manager II's and III's are not scheduling themselves to work exclusively during non-peak hours, while using Pool Manager I's to cover during the busiest hours. This especially applies to Pool Managers II and III scheduling themselves to work when pools are closed and only during week days.

Exceptions to the guidelines above may be granted by prior approval of the Supervising Recreation Specialist for reasons of illness, vacations or training. All other exceptions must be approved in advance and in writing by the District Manager. A copy of approvals granted shall be provided to the Deputy Director.

FACILITY CLOSURES

Scheduled Closure Procedures

It is the policy of the Department that recreational facilities remain open and operating at all times as designated in program publications, except during emergencies and unforeseen circumstances. Adjustments to the operating schedule for City holidays, staff training/hiring¹, furloughs, special events, rentals, or maintenance-related closures must be posted at the facility with as much advance notification to the public as possible. Regular user groups should be notified by phone and/or mail as soon as the scheduled closure is determined. Voice mail messages must be updated to reflect the schedule changes.

Non-Scheduled Closure Procedures

In every instance, a supervisor must be notified of all closures. When a non-scheduled closure is necessary, if the first level supervisor is unreachable, staff must proceed up the chain of command until a supervisor is reached. Supervisors need to ensure the information is relayed in a timely manner to the Deputy Director. Supervisors are to maintain a list of emergency home numbers so they can notify appropriate supervisors and/or the Deputy Director. The Deputy Director must be given a list of staff impacted by the non-scheduled closure, including names and classifications, so that this can be conveyed to the Human Resources Department. In addition, the Deputy Director will

¹ Recreation Centers will not be closed for staff training except with the approval of the Deputy Director.

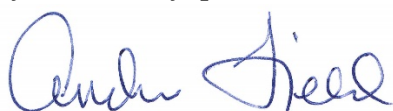
notify the appropriate members of the City Executive Team of the closure, including the reason for the closure and the expected time of reopening.

Staff will contact a representative from any impacted user group as soon as an unscheduled closure is determined. Voicemail messages must be updated to reflect the schedule changes. Regardless of the reason or length of time of the closure, the Area Manager or Supervising Recreation Specialist will notify the appropriate Council District Office of the closure. The Area Manager and/or Supervising Recreation Specialist should always provide the reason for the closure and expected time of reopening. When an emergency situation involves the employee on duty, and no other staff is available to work the remainder of the work shift or staff cannot be contacted, a sign must be posted at the front entryway informing the public of the facility closure. Voicemail messages must be updated to reflect the schedule changes. The staff person who closed the facility is responsible for completing an Incident Report within two days of the closure unless there is a valid reason why they are unable to do so, in which case it is the responsibility of the supervisor to complete the Incident Report based upon their knowledge of the incident.

Inclement Weather Procedures - Swimming Pools

Swimming pools may be closed due to rainy and inclement weather. The Swimming Pool Manager must contact the Supervisor as soon as possible when a pool is closed. When there is thunder and lightning, the pool and deck area must be immediately cleared. Aquatics personnel must prevent anyone from showering outdoors or indoors during a thunderstorm; in addition, staff should keep patrons away from structures in open areas such as picnic and shade structures, and/or metal fences. If there is an adjoining recreation center and there is space available, patrons should be advised to wait there; otherwise patrons may wait in the pool building. The pool may re-open thirty minutes from the last sighting of lightning or sound of thunder. When it is raining heavily and/or fog or hail prevents a clear sight of the bottom of the pool, the patrons should be cleared from the pool and the pool should be closed. The pool is re-opened when the bottom and deck areas become visible.

If you have any questions about this policy, please contact your supervisor.



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Parks and Recreation Department

AF:arc

Distribution: District Managers, Supervising Recreation Specialists, Area Managers, Swimming Pool Managers, Recreation Center Directors, and Assistant Recreation Center Directors

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