



# Standard Operating Procedures

## Parks, Recreation & Conservation Department



# **I. Welcome to Parks, Recreation and Conservation**

Indian River County Parks, Recreation and Conservation (PRC) Department is managed as a department under the direction of the Director of Parks, Recreation and Conservation, the Deputy County Administrator, and the County Administrator.

The Parks, Recreation and Conservation Department strives to develop a professional and friendly workforce who stands ready to serve our residents and community through excellent customer service, exceptional facilities, and enriching programs. The Department consists of the following units:

- Aquatics Division
- Beach Parks/Ocean Rescue
- Conservation Lands Division
- Donald MacDonald Campgrounds
- Intergenerational Recreation (IG) Center
- Indian River County Fairgrounds
- Indian River County Public Shooting Range
- Parks Maintenance Division
- Recreation Division
- UF/IFAS Agriculture Extension

For the purposes of this document, the term “County” refers to Indian River County, the term “Department” refers to Parks, Recreation and Conservation Department, and the term “Parks” includes all parks, grounds, and conservation lands, unless otherwise specified.



### III. Indian River County

Indian River County was established in 1925 and is located approximately 100 miles southeast of Orlando and 135 miles north of Miami. The County is bordered by Brevard County to the north, St. Lucie County to the south, and Osceola and Okeechobee Counties to the west. The County has approximately 100 miles of waterfront land, including 23 miles of Atlantic beaches. Through the Parks, Recreation and Conservation Department, the County owns, operates, and maintains 38 conservation tracts, 32 parks, including 8 oceanfront properties, 2 aquatic centers, a fairgrounds complex, a public campground, and a shooting range.

The County is governed by a five-member Board of County Commissioners (BCC) whose seat is located in the City of Vero Beach. Each commissioner is elected to represent the interests of the five districts within the County. In addition to the BCC, there are five elected Constitutional Officers serving specific governmental functions: Clerk of the Circuit Court and Comptroller; Property Appraiser; Sheriff; Supervisor of Elections; and Tax Collector. Each of these offices operates independently of the BCC, based on their respective missions. The County Administrator appointed by the BCC is responsible for implementing policies adopted by the BCC, as well as providing leadership to ensure sound fiscal and administrative operations for the County.

Indian River County provides a full range of services including, but not limited to, construction and maintenance of roadways; sidewalks and other infrastructure; fire rescue/emergency services; library services; traffic operations and control; parks, recreation, and conservation services; public golf course; human services; building inspections; licenses and permits; water/sewer utility services; and refuse collection and disposal. The County is organized into departments and divisions, with management structures in place that provide guidance, direction, and leadership in the fulfillment of services to the residents and visitors of the County. The Departments are organized within distinct management units:

**Departments (managed by the County Administrator):**

- Office of Management and Budget
- Information Technology
- Legislative Affairs & Communications
- Commissioner Assistants
- Human Resources

**Citizen Services (managed by the Deputy County Administrator):**

- Community Services Department
- Emergency Services Department
- Parks, Recreation and Conservation Department

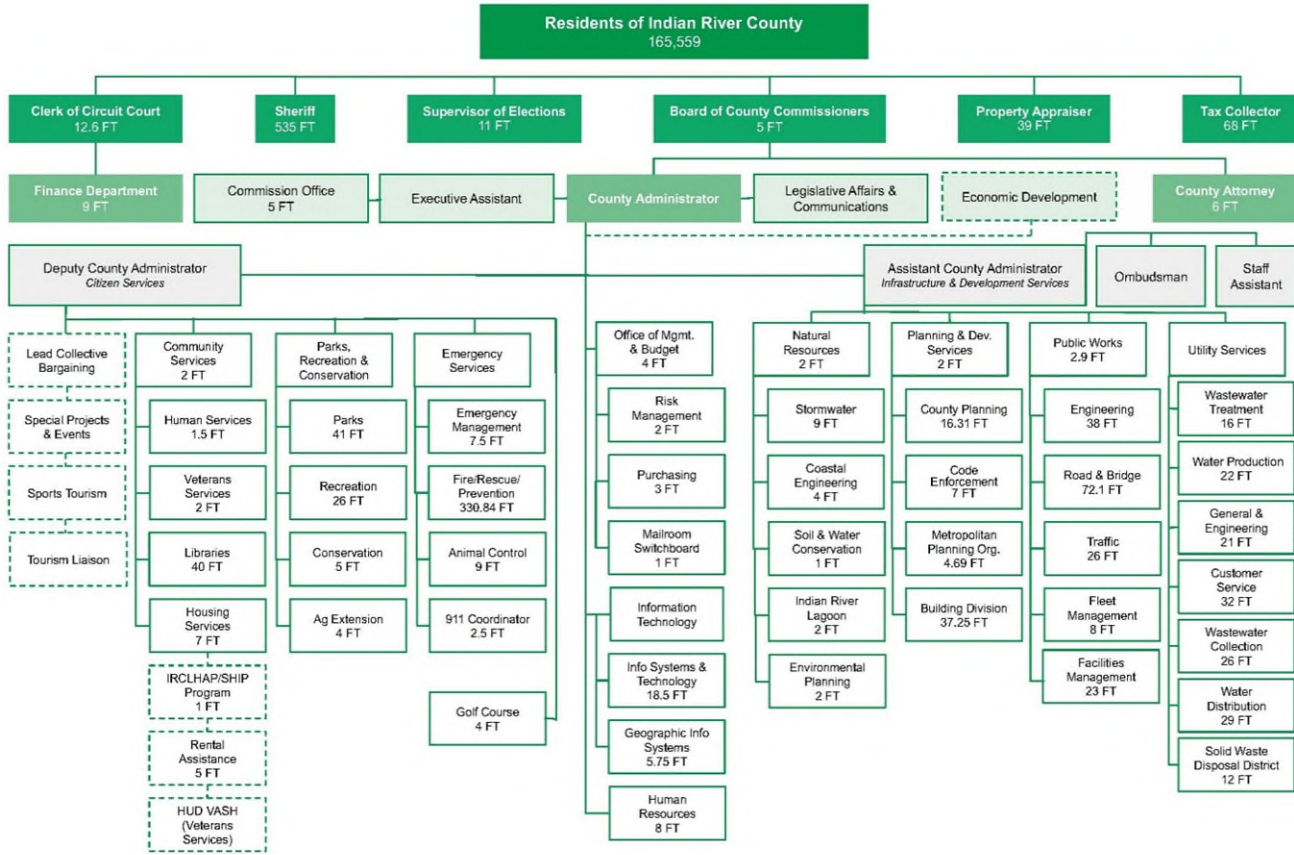
- Sandridge Golf Club

**Infrastructure and Development Services (managed by the Assistant County Administrator):**

- Natural Resources Department
- Planning and Development Services Department
- Public Works Department
- Utility Services Department

# IV. County Organization Chart

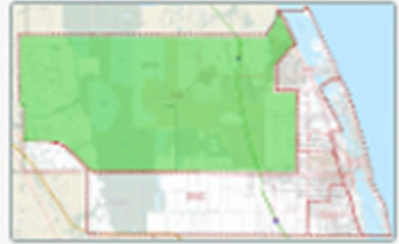
The organization of the County Department, Divisions, and other services is presented on the organizational chart below:



# V. County Commissioners and Districts

## Susan Adams

Chairman  
District 1  
(772) 228-1442



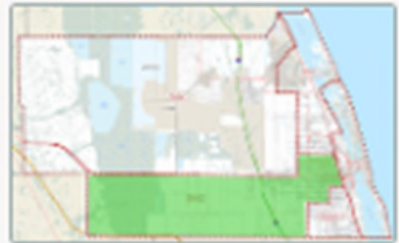
## Joseph E. Flescher

Vice-Chairman  
District 2  
(772) 228-1919



## Joe Earman

Commissioner  
District 3  
(772) 228-1433



## Deryl Loar

Commissioner  
District 4  
(772) 228-1440



## Laura Moss

Commissioner  
District 5  
(772) 228-1473



## **VI. PRC Department Standard Operating Procedures**

### **A. Administrative Policy Manual**

The Indian River County Administrative Policy Manual (APM) is a Board approved document that is a compilation of policies, practices, and procedures designed as a communication tool for County managers and supervisors. The APM offers a standardized approach for the administration of policies and is intended to reduce difficulties which might arise from unwritten policy, inconsistent implementation of policy, or lack of proper communication. The APM is updated, as applicable, by the County Administrator, and approved by the BCC. A copy of the APM is available to all employees through the Human Resources Department; an electronic copy may be found on the County's website at: <https://indianriver.gov/Document%20Center/Services/Human%20Resources/Staff%20Portal/APM-rev010424.pdf>.

The APM provides the framework for the Parks, Recreation and Conservation Standard Operating Procedures Manual.

### **B. Standard Operating Procedures Manual**

This Standard Operating Procedures Manual (SOP) is based on the principles of the Administrative Policy Manual and is intended to serve as a guide and reference for all Department staff. The Department SOP Manual is provided to each employee in two sections. The Department's "General" SOP provides administrative and procedural structure for all facilities and programs under the Departmental umbrella. The General SOP provides the necessary information regarding the Department's functions and purpose within the organization, as well as staff's roles and responsibilities consistent with the Administrative Policy Manual. The employee also is provided with a "Division" SOP that outlines policies and procedures for their specific Division within the Department. The General and Division SOP documents constitute the Department's SOP; this document will be updated regularly to address and reflect current operational and administrative policies of each Division within the Department.

### **C. Parks and Recreation Code**

The Parks, Recreation and Conservation Department is administered consistent with Chapter 205 (Parks and Recreation) of the Indian River County Code of Ordinances. The intent of the Ordinance is to establish uniform policy for the administration of park and recreational facilities in Indian River County; to establish a system of regulations and rules governing the activities within the parks and recreational facilities; to declare certain activities as violations or rules and regulations; to provide for criminal penalties for violation of the regulations; to allow expulsion from a park or recreational facility for violation of a



rule; to provide a procedure for establishing permits for activities within designated areas; and to set methods for the administration of parks and recreational facilities.

#### **D. Bargaining Unit Employees**

Employees represented by a labor union shall follow the provisions of the current labor agreement negotiated between the County and respective union. Employees desiring a copy of the current labor agreement shall contact their shop steward.

***Please note: Language in this document shall not supersede any agreement documented in the agreement between Indian River County and Teamsters Local Union NO. 769 or the Administrative Policy Manual of Indian River County.***

## **VII. Professional Standards**

Professional standards within the Department's General SOP are established based on the nature of the work to be performed. These standards outline and guide the day-to-day duties and procedures carried out by staff. Any deviations from these standards are addressed within each Division's SOP. For the purposes of this document, "Manual" refers to the Parks, Recreation, and Conservation Department's General and Division SOP manuals.

### **A. Onboarding**

"Onboarding" is the process by which an organization familiarizes and/or trains a new employee to the work environment. County employees are onboarded initially through our Human Resources Department, then generally by the Parks, Recreation and Conservation Department, and finally by their respective Division. Within the first thirty (30) days of employment, employees are required to familiarize themselves with the policies outlined in this Manual, as well as the County's Administrative Policy Manual, Finance Policy, Purchasing Policy, and other BCC approved operations documents provided during onboarding. The onboarding process is the first step in ensuring employee success in the position for which they were hired.

#### **Human Resources**

The Human Resources (HR) Department begins the onboarding process as part of the hiring. HR provides basic information, such as salary, benefits, and an introduction to the County's APM. New employees are provided with a dashboard for the onboarding assignments which is sent to the new hire's personal email used during the application process. Acknowledgements will be included in this APM. New employees should contact HR with any questions regarding the information provided. Required training videos are also assigned during this process.

#### **Department**

The Parks, Recreation and Conservation SOP Manual is designed to familiarize employees with the departmental functions within the County and provide a general overview of the policies and procedures developed by the Department. New employees will gain an understanding of acceptable behavior, procedures, and policies which are utilized throughout the Department as well as a general understanding of how the Department as a whole operates.

#### **Division**

Each Division in the Department operates within the procedures outlined in the General SOP section of the manual. In addition to the General SOP, each Division within the Department has developed a Division-specific SOP to outline their required procedures and

operations. Employees within each Division will find specific information within the Division's SOP which outlines their daily work procedures, including items such as timekeeping, uniforms/dress code, guest services, cash handling, level of service expectations, and emergency procedures within the Division's SOP.

## **B. Uniforms & Dress Code**

The personal appearance of County employees reflects how the public views the professionalism of the County. All County employees are expected to dress and be groomed, keeping with the accepted standards set forth by their job responsibilities, including safety provisions as necessary. It is important that all employees dress accordingly and follow the guidelines established by their Division. Some staff members will be required to wear uniforms provided by the County, unless otherwise directed by their supervisor. In all cases, staff will wear the required Personal Protective Equipment (PPE) based on work tasks. (APM 802.1)

## **C. Professional Conduct and Acceptable Use of Technology**

Employees are always expected to conduct themselves in a positive manner to promote the best interests of the County. Conduct that interferes with operations, discredits the County, or is offensive to fellow employees, business associates or the public is not acceptable. The Parks, Recreation and Conservation Department always expects professional conduct and has adopted a "say something" policy if deviations from professional conduct are observed. Full policy details are found in the APM 1200.

### **Communication**

Workplace communication is the exchange of information between employees in a work environment. Effective communication is a fundamental requirement to achieve organizational goals. This section describes the workplace communication standards for employees in the Parks, Recreation and Conservation Department.

Interaction with all other staff: County Policy states that "Indian River County is committed to providing a workplace that is non-discriminatory and affords equal treatment to all. The County believes that discrimination, harassment, and/or retaliation in any form constitute misconduct that undermines the integrity of the employment relationship. Therefore, the County prohibits discrimination and/or harassment that is sexual, racial, or religious in nature or is related to anyone's gender, national origin, age, disability, or any other basis protected by federal, state, or local law. This policy applies to all County employees and to all individuals who may have contact with any County employee." Employees shall not engage in conduct which violates this policy at any time. County employees are to

demonstrate a considerate, friendly, and constructive attitude toward co-workers and the public.

Work assignments: It is the policy of the County that the work of all employees shall be assigned, directed, and reviewed by supervisory personnel. Each employee will ordinarily have only one supervisor to whom he/she is responsible. Based on an employee's job description, there is a standard for the flow of communication directed at the completion of work assignments. This communication structure begins with County Administration, through the Department Head, and then moves through each subsequent level of supervision. Scheduled work will be communicated to employees based on prioritization established by the supervisor. It is the responsibility of each employee to communicate with their supervisor the status of work assigned on a daily basis, or on a schedule that has been approved by the supervisor.

#### Interaction with the public

It is the policy of the County to be service oriented with an expectation that employees will always treat guests and the public in a courteous and respectful manner. Employees must understand that the guests come first. Public service is a customer service business. All employees have an obligation to represent the County in a respectful fashion and to foster a positive relationship with residents and visitors. All persons should feel as comfortable as possible in their interactions with the organization.

In conjunction with the Americans with Disabilities Act, the County will not exclude any individual from any of its programs, activities, or services unless the inclusion results in a fundamental alteration of the program, activity, or service, or if the inclusion results in an "undue financial or administrative burden." (APM 201.4.) Staff are directed to contact their supervisor immediately if an encounter with the public necessitates additional accommodation. Do not delay or deny a request for accommodation without supervisory approval.

#### Inter-Departmental Communication

Information and/or requests for assistance from other County Departments should be routed through supervisory staff. Supervisors will determine if the nature of the request requires approval of the Department Director. Requests from members of the County Commission should be acknowledged and notice should be provided to your supervisor for documentation, further instructions, and follow-up. Communication or requests for assistance from other departments should follow established procedures including, but not limited to, utilizing the IT Help Desk, Facilities Management Work Orders, and Purchasing Work Orders. Staff should work with their supervisor before initiating assistance from another department to ensure proper processes are followed.

Project Partners: Several County-owned properties are managed by agencies including the St. John's River Water Management District, the Florida Department of Environmental Regulation, and the U.S. Fish and Wildlife Service. Two conservation areas, the Indian River Lagoon Greenway and the Oyster Bar Conservation Area, have agreements in place designating various responsibilities that are coordinated with the Indian River Land Trust. All communication with project partners must be coordinated through supervisory staff, and may require approval from the Parks, Recreation and Conservation Director.

Contractors: Maintenance of some facilities, parks, or conservation areas require assistance from contractors retained by the County. Communication with contractors must be coordinated through supervisory staff, and may require approval from the Parks, Recreation and Conservation Director. At all times communication with contractors should be professional and courteous. Service calls must be pre-approved, and receipts or proof of service must be retained for prompt payment.

### **Email and Electronic Communication**

The content of all email and electronic communications must follow accepted standards for County employees and is subject to public records requests. Guidelines for email on electronic communications include the following:

1. Auto-forwarding electronic messages outside the County internal systems is prohibited.
2. Electronic communications shall not misrepresent the originator or the County.
3. Personnel are responsible for the accounts assigned to them and for the actions taken with their accounts.
4. Accounts must not be shared without prior authorization from the Information Technology Department, with the exception of calendars and related calendaring functions.
5. Personnel shall not use personal email accounts to send or receive County information.
6. Personnel shall send confidential information using only County approved, secure electronic messaging solutions.
7. Personnel must exercise caution when responding to, clicking on links within, or opening attachments included in electronic communications. Be certain before you click, follow appropriate IT protocol.
8. Personnel should use discretion in disclosing confidential or internal information in Out of Office or other automated responses, such as employment data, internal telephone numbers, location information or other sensitive data.
9. County-related IT trainings are required to be completed to maintain access to County Systems.
10. Personnel email signatures shall be limited to only the following items:

- Name
- Professional Designations or Certifications
- Job Title
- Department
- County Work Location Address
- Office Phone Number
- Mobile Phone Number
- County issued email address.
- County approved logos
- County approved public records declaration or statement.

### **Acceptable Use of Personal and County Technology**

The purpose of the Indian River County Acceptable Use Policy is to establish acceptable practices regarding the use of Indian River County information technology resources in order to protect the confidentiality, integrity, and availability of information created, collected, and maintained.

1. Personnel shall not download, install, or run applications or utilities that reveal or exploit weakness in the security of a County information technology resource. Personnel are expected to respect and comply with all legal protections provided by patents, copyrights, trademarks, and intellectual property rights for any software and/or materials viewed, used, or obtained using County information technology resources.
2. Personnel must not share their identity and access management information, including:
  - Account passwords.
  - Personal Identification Numbers (PINs).
  - Security Tokens (i.e. Smartcard).
  - Multi-factor authentication information.
  - Access cards and/or keys.
  - Digital certificates, and
  - Similar information or devices used for identification and authentication purposes.
3. Lost or stolen access cards, security tokens, and/or keys must be reported to a supervisor and the Information Technology Department as soon as possible.

4. Personnel shall log off from applications or network services when they are not attended to or being used. At a minimum, personnel shall log off at the end of each business day. Workstations shall be left in a powered-on state so that administrative tasks may be performed overnight on the workstation. Laptops shall not be left unattended when in use away from the office. Laptops shall remain in possession of the person issued to or stored in a secure location when not in use.
  
5. County issued cell phones are provided to staff with job functions that require them to be out in the field, required to be accessible outside of normal business hours, and/or are responsible for critical infrastructure. Staff who are provided a County issued cell phone shall follow the following guidelines:
  - County issued phones should only be used to conduct County business matters.
  - Do not delete or reset a county issued phone unless it's backed up or approved by a supervisor.
  - Non-county staff are not permitted to use County-issued cell phones for any purpose except in the event of an emergency.
  - County-issued cell phones are required to be kept in good condition with protective measures taken (i.e. screen protectors, impact resistant cases, etc.) to protect the integrity of the phone.
  - Lost, stolen or broken devices should be reported to a supervisor immediately.
  - Staff are not to use county issued devices for playing games or non-county related use of the internet.
  - It is prohibited to use a county issued cell phone while driving except use of a hands-free system if available.
  - Use of the cell phone camera for non-county related business is prohibited.
  - County issued cell phones shall have a security access code and iPhones shall have "Find my iPhone" turned on upon activation and left on at all times.

Information on a County-issued cell phone is subject to Public Records requests.

6. Electronic mail (e-mail) and interoffice chat messages made or received by County employees in connection with the transaction of official business are public records. Personnel shall not use personal email accounts to send or receive County information. Any personal use of County provided email shall not:
  - Involve solicitation.

- Be associated with any religious or political cause or entity.
  - Have the potential to harm the reputation of the County.
  - Forward chain emails.
  - Contain or promote threatening or unethical behavior.
  - Violate local, state, federal, or international laws or regulations.
  - Result in unauthorized disclosure of County information and,
  - Otherwise violate any other County policies.
7. The Internet must not be used to communicate County confidential or internal information, unless the confidentiality and integrity of the information is ensured, and the identity of the recipient(s) is established. Only County approved electronic distribution methods may be used for this purpose. Use of the Internet with County networking or computing resources must only be used for business-related activities. Unapproved activities include, but are not limited to:
- Recreational games.
  - Streaming media.
  - Personal social media.
  - Accessing or distributing pornographic or sexually oriented materials.
  - Attempting or making unauthorized entry to any network or computer accessible from the Internet; and
  - Any activity that would violate any other County policy.
8. The County does not allow personally owned mobile devices to connect to the County enterprise internal network. All County-issued mobile devices must maintain up-to-date versions of all software and applications. Texting or emailing while driving is not permitted while working or using County vehicles (including personal devices and County-issued devices). Only hands-free talking while driving is permitted when using County resources.
9. All removable media (i.e. thumb drives, external hard drives) usage must be approved by the County Information Technology Department prior to use. Personnel are not permitted to connect removable media from an unknown origin without prior approval from the County Information Technology Department.
10. All new personnel must complete an approved cybersecurity awareness training prior to, or within 10 business days of, being granted access to any County Information technology resources. All personnel must be provided with and acknowledge they have received and agree to adhere to the County Information



Security Policies before they are granted access to County Information technology resources.

### **Social Media**

Employees are generally encouraged to refrain from commenting or discussing County or County related matters on their personal social media accounts, so the following guidelines are for those whose job duties include use of social media. All County related communications using social media shall be made in compliance with all applicable County policies. Creating any public social media account intended to represent the County, including accounts that could reasonably be assumed to be an official County account, requires the approval of the Department Director or if warranted, the County Administrator.

1. When discussing the County or County related matters, employees must:
  - Identify yourself by name.
  - Identify yourself as a county representative; and
  - Make it clear that you are speaking for yourself and not on behalf of the County unless you have been explicitly approved to do so. Example disclaimer: *“The opinions and content are my own and do not necessarily represent County’s position or opinion.”*
2. Personnel shall not misrepresent their role at the County. Content posted online should not violate any applicable laws (i.e. copyright, fair use, financial disclosure, or privacy laws).
3. The purpose of these sites is to distribute information to the public. Staff will not reply to comments posted by site visitors unless the County Administrator approves a compelling reason for two-way communication. Staff may answer questions asked in post comments by using the private messaging feature of the social media site.
4. As with all communications, all public records requirements and laws apply to these sites. As the County does not own or operate these sites, information posted or received must be maintained in electronic format by the County Information Technology Department and shall be available to print upon public records request, for the applicable retention period, in order to fulfill public information requests should the site go down or be abolished.

### **Voicemail**

Personnel should use discretion in disclosing confidential or internal information in voicemail greetings, such as employment data, internal telephone numbers, location

information or other sensitive data. Voicemail greetings should, at a minimum, state your name, position with the County, and a brief message describing how you intend to return calls (i.e., timing, supervisory input as needed, contact name and number if call is regarding something requiring immediate attention).

#### **D. Attendance and Timekeeping**

It is the policy of the County to establish working hours required by workload and production flow, citizen service needs, and the efficient management of personnel. Work schedules are created and established by your direct supervisor. All staff are expected to be committed and attentive to their work duties and to begin work at their respective worksites on time. Employees of the County are expected to report for work in appropriate attire, and in a state of readiness to work when scheduled to work or when required to work overtime by the supervisor. Supervisors are responsible for scheduling staffing so that delivery of services is maintained.

Employees should notify their supervisor in advance whenever they are unable to report to work, know they will be late, or must leave early. At a minimum, notification must be made prior to the start of the employees' shift for unplanned absences. Employees are required to notify the supervisor with the reason for the absence and provide an expected return to work date so that attendance records are maintained correctly, and staffing arrangements may be made.

The normal workweek is Friday through Thursday, beginning at 12:01 AM on Friday and ending at 12:00 Midnight on Thursday, and consists of either forty (40) hours or thirty-seven and one-half (37.5) hours. The normal workday shall consist of either eight (8) or seven and one-half (7 1/2) consecutive hours of work with an unpaid meal period.

A part-time employee is designated as one who works less than the normal hours for the unit in which they are employed.

**Clock in/out policy:** Employees are to report to their designated work location, which is established by their supervisor. Non-exempt employees must clock in to work at either an assigned computer workstation, time clock using a County issued proximity badge, using a mobile application (Kronos), or other method established by the County and supervisor.

Lunch for all County employees shall be established as either a sixty (60) minute or thirty (30) minute period during which the employee performs no duties related to the job function. Breaks shall be established as a short period of rest scheduled by each supervisor, near the midpoint of the first and last half of the employee's workday.

**Overtime:** Non-exempt employees may be required to work overtime whenever approved by the Division Head. Overtime shall be assigned by a supervisor in the particular job for which overtime is required. No employee shall be permitted to work overtime without the prior approval of their Supervisor, Division Manager or Department Head.

## **E. Guest Services**

Every person that enters County facilities should be treated as a valued guest. As a member of the Parks, Recreation and Conservation Team, you are responsible for ensuring that each individual feels welcomed and important. To support this, the following operating principles should be exhibited:

- Residents do not interrupt our work; they are the purpose of our work.
- Residents and guests are vital to our business.
- Residents are not dependent on us; we are dependent on them.
- Residents have feelings and emotions just like us.
- Residents are people who bring us their wants, desires, and leisure needs. It is our purpose to fulfill those needs.
- Support your T.E.A.M. (Together Everyone Achieves More).

### ***Things to remember:***

- Smile – it goes a long way!
- Treat guests and staff the way you want to be treated.
- Use words that highlight the positive.
- Speak clearly and politely.
- Answer the phone on the first or second ring with a pleasant and courteous tone.
- Reply promptly to emails and requests for information.
- Go out of your way to help find information during a request for information.
- Educate our participants and explain the reason “why”.
- Handle questions and concerns both quickly and courteously.
- Recognize and solve problems before they become critical.
- If you do not know the answer to a question/concern, express a helpful attitude. “Let me find out for you!” and contact the appropriate person to find the answer and respond appropriately.
- Take time to LISTEN.
- Residents needing further help that you can offer should be directed to a supervisor.
- Always acknowledge everyone that enters the building/facility/park with a smile and greeting.
- Keep your workstation, vehicles, and working areas clean and tidy.
- Always be accountable for your actions and activities.
- Have a ready to serve body posture and attitude; stand when guests enter the reception area with readiness to serve.

**Things to avoid:**

- Making promises that cannot be kept or met.
- Pointing the blame or giving inappropriate information.
- Embarrassing yourself, the County, or other staff members.
- Horseplay and foul language.
- Arguing or negativity.
- Laziness and apathy.
- Inappropriate language or conduct with guests and other staff members.

**Guest Management**

Whenever practical or appropriate, employees will professionally and politely educate the public on Parks and Recreation rules and regulations when employees observe violations or unsafe conduct. Employees do not have the power to arrest or issue a summons for violations. You may request that a violator cease the behavior and may request that the violator depart from a Parks, Recreation and Conservation facility when appropriate. If the guest does not cease the unlawful or unpermitted behavior/action and/or refuses to leave a facility, employees should notify the law enforcement agency with jurisdiction over the park or recreation facility for assistance with compliance.

When encountering disruptive behavior, the following strategies shall be employed by Staff:

1. Calmly approach the guest while observing personal distances while maintaining a non-confrontational demeanor.
2. Greet the guest, introduce yourself, state your affiliation with the county and advise of regulations in a calm tone of voice without making accusations. If the guest is loud, use a quieter and calmer tone.
3. Inform the guest of safety reasons for the County regulations and ask that the guest stop the behavior. Provide an alternative when possible.
4. If needed and when possible, assist patrons with their needs in order to gain compliance through a customer service approach.
5. If unleashed dogs are involved, make no sudden moves or use a loud voice as this may cause the dog to react with unwanted behavior.
6. Once compliance to regulations is gained, thank the patron for his or her cooperation and understanding.
7. If the disruptive behavior continues, then law enforcement having authority should be called to handle and resolve the behavior. Staff should be mindful and observe guest behaviors to determine safety risks for other guests and/or staff. Should the

situation warrant, staff should notify law enforcement personnel immediately, without attempting to approach the disruptive guest.

8. Staff will document all incidents involving criminal activity or disruptive behavior and forward a completed incident report to the Risk Manager after review and approval by the immediate supervisor and Division Manager. A copy of the incident report will always be provided to the Department Head.

## **F. Training**

It is the policy of the County to provide orientation programs for new employees and to conduct/support training programs as deemed appropriate. Department management may approve employee participation in continuing education and/or training programs when such instruction is deemed beneficial or considered necessary for satisfactory job performance. In some cases, employees may be required to enroll in and complete such programs satisfactorily. Every training unit must be approved in writing, in advance, by the employees' Department Head through the appropriate forms provided by the Budget Office. The County will only reimburse job related training that has received departmental approval.

Travel associated with any training is subject to review and approval by designated staff. All travel must be pre-approved and must conform to the County's Travel Policy. Travel forms are required in advance of trip planning and must be approved by the Department Head and Budget Office.

## **G. Travel**

County employees may be required to travel when conducting County business. The benefits of this travel fall in the areas of training, maintaining knowledge base on existing or new government regulations, exchanging ideas, attending meetings, or accomplishing a certain task and/or solving a particular problem on behalf of the County. County authorized travel shall be completed in accordance with the policies and procedures outlined in the Administrative Policy Manual (AM 401.1).

All travel must be pre-approved. A copy of the program or agenda outlining the fees, meals, and lodging shall be attached to a travel advance form. No reimbursement is given for personal expenses incurred while on travel. Any out-of-state travel requires additional approval from the County Administrator.

Advances for travel expenses should be requested at least one month prior to the expected departure. Travel advances shall be limited to the costs of registration fees, hotel

reservations or any other pre-paid approved expense. Any unused advances must be repaid within thirty (30) days. Travel will be closed via a travel voucher form, to be submitted for approval within four (4) days of the completion of the travel.

A County vehicle should be used, if available, for travel if usage time is not prohibitive. Employees using County vehicles must have completed the defensive driving course offered through Risk Management within 90 days of hire.

## **H. Performance Expectations**

### **Appraisals**

The County evaluates the job performance of all employees periodically. These appraisals are completed by the employee's supervisor. Performance appraisal will occur on the following occasions:

- At the end of six months of employment (employment probation period) or promotion.
- Six months after a promotion
- Prior to the annual pay progression (Annual Review)
- At times where management deems appropriate, such as at the time of termination or transfer to a new department.

### **Disciplinary Procedure**

The Administrative Policy Manual (AM 807) includes a complete description of all policies and procedures related to the Disciplinary Procedure. Staff are encouraged to review this policy in detail.

Unacceptable performance is classified into groups, depending upon severity and disciplinary action recommended for each. Documentation of corrective actions, written warnings, formal warnings, and termination determinations shall be recorded in the employees' personnel file.

Any non-bargaining unit employee who has been disciplined has access to an appeals process as outlined in the Administrative Policy Manual. Bargaining unit employees should follow the appeals process outlined in their respective collective bargaining agreement.

### **Grievance Procedure**

A grievance may be defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by management, supervisors, or other employees. Employees are encouraged to bring to the attention of management their concerns about work-related situations. Employees will be provided with an opportunity to present their concerns and appeal decisions by management through a formal complaint

and grievance procedure. It is the policy of the County to resolve all complaints or grievances in a prompt and fair manner. A detailed description of the grievance procedure is presented in the Administrative Policy Manual (AM 904.1).

## **I. Technology**

### **Office of Information Technology (IT) Service Desk**

- The IT Help Desk provides technological support for issues including hardware, software, networking, accounts, and printing.
- Please use the Help Desk ticket service if you need assistance or have any problems and need IT assistance. The Help Desk icon is located on the user's desktop as a short cut.
- Users without computer access to enter a ticket or request, may call 772-226-4356.

### **Computer Account**

- Certain employees are provided with a County email address with a username and password to log into the County network.
- Applications (i.e., Kronos) may use the Single Sign On Portal (located under Organizational Bookmarks) while connected to the County network.
- When a user logs onto any computer on the network, they are automatically connected to their specific network resources, along with the resources of the local machine.

### **Password**

Your password must meet County requirements:

- Minimum of 11 characters (letters and numbers)
- Case change (upper- and lowercase)
- No part of your name may be used in the password.
- Symbols are permitted.

### **Changing your Password**

- Network passwords expire every 90 days.
- Notifications are sent when you login to update your password when the expiration of your password is approaching.

### **Resetting a Forgotten Password**

To reset an expired password, you must call the County Help Desk at 772-226-4356.

### **Share Drive**

- The County Share Drive is personal network-based storage for work-related files and folders.
- This storage location is available to you anywhere you login to the County's network.
- The contents of your Share Drive may only be accessible by you or by County staff depending on the settings.
- All data stored on the Share Drive is backed up.
- If you need additional access to the Share Drive, please contact the County IT Helpdesk.

### **Remote Access**

- Certain employees may have access to the County network (including the H: and I: drive) through the Virtual Private Network (VPN).
- Information regarding VPN access is provided to users at the time of approval.

### **Kronos**

- Kronos is the timekeeping software used by the County.
- All County employees have a Kronos account that can be used to submit hours worked, request leave, and track leave accruals. Supervisors will approve requests for leave and timesheets.
- You can access the Kronos system online through the single sign on portal by using your work email and password.

### **Employee Self Service (ESS)**

- The ESS system is used by County employees to access their benefits and personnel information.
- The system can also be used to access your pay information, check leave accruals/balances, as well as change your benefits and payroll information.
- Access the ESS system online at <https://selfservice.ircgov.com/ess/default.aspx> using your work or personal email and password.

## **J. Smoke Free Workplace**

Employees who choose to smoke may do so during designated breaks only in designated smoking areas outside of County buildings or at least twenty-five (25) feet away from County worksites, building entrances, and storage areas of flammable substances. If employees are provided breaks, employees who choose to smoke will be provided the same breaks and will not be provided additional breaks. Smoking is strictly prohibited in County owned or leased buildings, including offices, hallways, waiting rooms, restrooms, lunchrooms, elevators, and meeting rooms, as well as county vehicles, all county parks



and other areas prohibited by section 386.203, Florida Statutes, and in County vehicles (leased or owned). Smoking includes the use of e-cigarettes.

**Please note that per County Code 205, smoking at any public beaches and county owned public parks is prohibited. This does not apply to the smoking of unfiltered cigars.**

## **VIII. Operating Standards**

### **A. Buildings and grounds**

All buildings and grounds managed through the Parks, Recreation and Conservation Department shall be kept clean and safe for visitors and guests. Specific levels of service standards are outlined in the Division's SOPs. Generally, all facilities shall be:

- Kept clean of litter, debris, and graffiti.
- Trash canisters shall be emptied daily to every extent possible.
- Trash collection areas shall be cleaned and all canisters in operational condition.
- Staff shall make every effort to pick up litter and debris.
- Staff shall report any damages or safety concerns to their supervisors or through an established work ticket system.
- Facilities and parks shall be opened on time and staff shall be ready to serve the public.
- Water bodies and stormwater systems shall be maintained at all times.
- Lights shall be inspected and repaired as soon as possible.
- Workstations shall be kept clean and tidy.
- Restrooms shall be serviced at least once per day and shall always be kept in a condition that is pleasant and safe for use (including staff restrooms).
- Landscape areas shall be maintained free of weeds through best management practices.
- Exotic species will be treated in every PRC area through best management practices.
- Fire ants and other biting/stinging insects will be controlled to every extent possible through best management practices.
- Gates, fences, and other boundary protection measures shall be inspected and repaired as needed to ensure aesthetical and functional purposes.
- Interior areas of facilities shall be kept clean and maintained to ensure positive guest experiences as well as to protect the resources of the County.
- Parking areas shall be inspected daily and kept free of garbage and debris.
- Beach and natural areas shall be maintained for safe use and enjoyment of the public.
- Proper signage and directional information shall be established and maintained.
- Rules and etiquette shall be prominently displayed and conveyed to the public.
- PRC information regarding upcoming events, classes, and programs shall be shared and displayed to the public.
- Facilities will always be prepared and ready for public use and enjoyment unless otherwise posted for repairs or necessary closures.

## **B. Risk Management**

The Risk Management Division's function is to manage and control the County's modified self-insured property, casualty and worker's compensation programs. The Risk Manager, with the assistance of the Workers' Compensation Coordinator, develops and manages a comprehensive safety and loss control program for employees of the Board of County Commissioners and five constitutional officers. Risk Management staff coordinate the following:

- CDL Drug Testing
- Automobile Accidents (County owned vehicle & personal being used for county Business
- Defensive Driving Classes
- Incident/Injury Reports
- Loss Control
- Property Damage
- Safety Awards
- Worker's Compensation claims

### **General Safety**

These guidelines apply to all County staff, and require strict adherence:

1. Employees are required to exercise due care in the course of their work to prevent injuries, vehicular accidents, and property damage. Employees should report all unsafe conditions to his/her supervisor, keep work areas clean and orderly at all times, operate only equipment that he/she is trained and authorized to operate, obey all safety rules and follow work instruction, and wear the prescribed work uniform and appropriate personal protective equipment.
2. Indian River County does not condone workplace violence, or the threat of violence, by any of its employees, customers, the general public, and/or anyone who conducts business with the County. It is the intent of the County to provide an environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.
3. Possession, use, or threat of use of a deadly weapon, including a firearm, ammunition, explosive device, illegal knife, bow and arrow, or other weapon, is not permitted while on duty, on County property, or in a county vehicle, except as specifically authorized by the County or as provided by law. Any employee who acts

in good faith by reporting real or implied threats or violent behavior will not be subject to any form of retaliation or harassment.

4. It is the policy of the County to maintain a workplace that is free from the effects of drug and alcohol use. This policy shall be interpreted, construed and implemented to be consistent with the requirements of the Federal Drug-Free Workplace Act. Employees who need to use prescribed drugs or narcotics while at work, which may impair their ability to perform their job safely and effectively, must report this requirement to their supervisor. Depending on the circumstances, employees may be reassigned, forbidden to perform certain tasks, or even not allowed to work if they are judged not able to perform their jobs safely and properly while taking prescribed drugs or narcotics.

### **Incidents/Accidents**

An incident/accident is any event that results in or has the potential to result in an injury to County personnel or damage to County property. Public liability is an incident/accident for which the County may be responsible due to a condition created by the County or by the action of a county employee. When an incident/accident involving County employees, property, or public liability does occur, the employee is required to report the event to their supervisor, the Division Manager or the Department Director immediately. The employee is responsible for collecting all required documentation, at the time of occurrence including, but not limited to:

- Photographs of damaged property, including photographs of the surrounding areas and any view providing information about the incident
- Copies of any police report(s)
- Any site-specific safety information requested by Risk Management staff.

In the event of a "serious" accident involving substantial property damage, a county vehicle, serious employee injury, or public liability, the supervisor is responsible for notifying the Department Head and Division Manager immediately following the accident, twenty-four hours a day. The Department Head or Division Manager will notify the Risk Manager, the Human Resources Director and County Administrator as needed.

If professional medical treatment is required, a supervisor or co-worker will accompany the injured person to a medical facility as indicated in the First Report of Injury documentation. Staff onsite should immediately secure the area, equipment, and personnel from further injury or damage.

Copies of the following forms are available in Appendix C-3:

- Auto Accident Reports

- First Report of Injury
- General-Liability-Incident
- Medical Treatment
- Medical Treatment (MD Now)
- Property Damage
- Reasonable Suspicion
- Safety Awards

Indian River County promotes a safe work-place environment and offers an incentive award each fiscal year to employees who have not had a reportable accident, including auto accidents and workers compensation injuries during a period of one year. An eligible employee can request an incentive award every year within thirty days post his/her employment anniversary date.

### **C. Purchase of Goods and Services**

In order to purchase services, supplies, materials and equipment, the Parks, Recreation and Conservation Department maintains accounts with specific vendors through the Purchasing Division. No purchases may be made without the approval of the Parks, Recreation and Conservation Director through the appropriate and approved purchasing process.

Items ordered online or items delivered by approved vendors must provide a packing slip including all items received by the County. If there is a discrepancy between the packing slip and what has been delivered, employees are to immediately contact their supervisor to resolve the conflict. All packing slips must be signed by the employee who has received and verified the contents of the package. The employee shall sign, print their name, and write the date of receipt on the packing slip. Copies of packing slips and itemized receipts must be kept in good order and submitted to designated staff (either Administrative Assistant or supervisory staff) on the day received. An exception will be made for receipts accompanying any out-of-town travel.

Appendix 1 (Parks Purchase Form) contains the form to be filled out when receiving any deliveries or purchases. The form must be filled out in its entirety and attached to accompanying packing slip(s) and/or receipt(s).

### **D. Volunteer Coordination**

The use of volunteers working in conjunction with County employees enhances the productivity and efficiency of services delivered to the community. Consistent with public communication, all employees have an obligation to represent the County in a positive

fashion and to make the volunteers feel welcome and comfortable in their interactions with the organization.

Staff will assist, as needed, with the mobilization/demobilization of volunteer organized events, greeting and providing volunteers with any needed equipment, answering questions about the event (or referring the participant to staff tasked with this coordination), and assisting the public during events.

When personal protection equipment (PPE) is required for the volunteers, the volunteer must be properly equipped and trained in the use of the equipment prior to engaging in such work. Please note that volunteers are prohibited from operating a county vehicle or heavy equipment, as well as working with chemicals such as fertilizers and herbicides unless otherwise approved by the Department Director or Risk Management. The appropriate staff member within the department is required to monitor and supervise the work performed by the volunteer. All hours worked by volunteers must be recorded on a Volunteer Timesheet by the end of each month. Please refer to the APM for more information.

## **E. Vehicles and Equipment**

1. Only approved County employees are authorized to operate County-owned vehicles. County-owned vehicles are to be used only for official County business. Professional associates and private citizens will not be transported in County vehicles unless such persons are being transported on official business, law enforcement or emergency services matters, or as approved by the Department Director. Persons transported as such should have the same destination as the County employee and such use should not require other County employees with the same destination to drive additional vehicles. Family members may not be transported in a County vehicle.
2. The County's Risk Insurance fund provides coverage for a county employee who, at the request of his supervisor, uses his or her personal vehicle to transport other County employees on County business or to perform duties within the scope and course of employment. However, the County's coverage is secondary to the coverage afforded by any insurance maintained by the employee on that vehicle.
3. All vehicles are to be operated in accordance with County Policy AM 1000.7 Vehicle Guidelines.
4. To operate a county vehicle an employee must attend Risk Management's defensive driving class within 90 of employment and retake the class every three years.

## IX. Emergency Preparedness

### A. Storm Preparation

The following guidelines are to be used when preparing for storm events.

Staff Coordination: Before every extreme weather event, the supervisor will coordinate staffing plans and response.

- Discuss responsibilities and contingency plans.
- Anticipate potential closures, damages, and recovery schedules.
- Ensure equipment and personnel availability.
- Assign tasks to complete each Division's storm preparation checklist. Staff shall contact their supervisor to obtain a current copy of the checklist prior to undertaking any action.

Fuel: All staff should ensure all fuel tanks (generators, vehicles, equipment, on-site fuel storage, etc.) are filled every Friday during hurricane season and again before a projected storm event.

Office Staff: Below are steps you should take before leaving work to ensure that our electronic devices are safe during a projected storm event.

- Shut down assigned computer and turn off monitors & electrical devices. Turn off any peripherals, such as printers and external drives.
- Unplug all devices from the wall. The County may lose power during a storm and surges may occur when the power is restored. This will help ensure the devices will be protected.
- Unplug the network cable connecting the computer, as well as the printers (networked printers only). Lightning can send voltage through these lines, possibly damaging your network cards.
- If located near a window, you may want to cover your computer with a garbage/plastic bag.
- Turn off and unplug the uninterruptible power supply (UPS).
- If the computer is on the floor, remove it from the floor and place it on a chair, desk, etc.

Conservation areas, parks and facilities will remain closed until considered safe and management provides reopening schedules. Ensure that all closures are posted on Social Media page and website.

## **B. Declared Emergency**

As a condition of employment with Indian River County, employees are considered essential to the successful operations of County facilities and services during a declared emergency.

Employees must be available and able to report to work and perform assigned duties as directed by management during a declared emergency. Failure to report to work and/or perform assigned duties as directed by management during a declared emergency will be cause for immediate termination of employment with Indian River County.

Daily Activity Reports are to be completed for individuals and crews for work related to a declared emergency and turned in daily to the supervisor. These reports are to be completed both by the individual and the crew performing the work and contain the following information:

- Name and title of employee(s) work
- Hours worked.
- Description of work performed.
- Vehicles and equipment used, including mileage or hours.
- Material/service descriptions to include the amount and cost.



## **X. Manual Updates**

As the population of Indian River County continues to grow, and as technologies and infrastructure needs evolve, the manner by which the County operates will need to be adaptable. The goals and objectives of the Parks, Recreation and Conservation Department will continue to maintain the high standards and expectations enjoyed by residents and visitors to our County. The Parks, Recreation and Conservation Department will strive to continue our level of service to the community by completing an annual review of this SOP to assess the need for modifications, updates, and additions to this document.