

INDIAN RIVER COUNTY PUBLIC SHOOTING RANGE



The Mission of the Indian River County Public Shooting Range is “to provide a helpful, professional, and safe environment to everyone interested in shooting sports. Whether a new or experienced shooter we are committed to making your visit with us one you will want to repeat.”

STANDARD OPERATING PROCEDURE GUIDE

COPY LOCATION: _____

UPDATED _____



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	1.0 Introduction	1.0	01/09/24
	SUBJECT Introduction		

1.0 Introduction:

Purpose:

Indian River County operates a complete public shooting range under a concession lease with the Florida Fish & Wildlife Conservation Commission (FWC #00252). The Indian River County Public Shooting Range was constructed on State owned land and developed by Indian River County through funds made available from the U.S. Fish and Wildlife Service (FWS). The Range is structured to provide a safe, supervised facility for residents and visitors of the Treasure Coast.

Location:

The Range is located one mile east of I-95 at 10455 102nd Terrace, Sebastian, Florida. The sport shooting campus was created in partnership with the FWS, FWC, and the Board of County Commissioners of Indian River County, Florida.

Amenities:

The shooting sport campus has a separate rifle and pistol range with 35 covered outdoor pistol stations and 29 covered outdoor rifle stations. The pistol range provides 7, 15, and 25-yard distance targets and the rifle range provides 50, 100 and two 200-yard firing positions.

A full selection of shotgun sports is available on the property including skeet and trap fields, a 15 station walk through sporting clay course, and a five-stand clay range.

Located on the property is an archery field, a 14-station archery walk through course, an air gun range, an action field and a classroom building available for special events and approved activities. An onsite office and restroom facilities are also available.

Hours of Operation:

Hours of public operation are 9:00am – 5:00pm Thursday through Monday and closed Tuesdays and Wednesdays. Gates open at 8:30am with the first shot starting at 9:00am. The Range may close due to inclement weather (lightening). Closures and weather delays are posted on social media (Facebook at www.facebook.com/goshootingIRC) and the County's webpage at www.Indianriver.gov/range. Last shot for Rifle/Pistol/Skeet/Trap is 4:45PM (excluding skeet/trap night shooting events – last shot is 8:45pm)



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SOP	1.0 Introduction	1.0	01/09/24
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Standard Operating Procedures:

The goal of the Standard Operating Procedure Guide is to provide staff guidance and training in the safe and responsible operation of the facility. The development of policy, procedures and training material is an ongoing process, with the goal of staff to operate a safe, friendly, clean and well-maintained shooting sports facility. These standards will be provided to current Indian River County Public Shooting Range staff to provide them the County's expectations, and serve as guidelines in the completion of work related to maintaining a public shooting range within the County's parks system. It is the responsibility of all Indian River County Public Shooting Range staff to review this document and become familiar with its content.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	2.0 Range Safety	2.1	01/09/24
	SUBJECT General Range Safety Rules		

2.1 General – Range Safety

Safety is the top priority. ALWAYS TREAT EVERY FIREARM AS IF IT IS LOADED.

Guests may not carry concealed or holstered firearms on the property (except active Law Enforcement Officers).

Guests may not bring loaded firearms into the Ranges. All firearms must be unloaded (magazines removed) before shooters may enter any of the range areas.

Shoes must be closed toe (sandals, flip flops, etc. not permitted),

Shirts must have sleeves. Sleeveless shirts/tank tops are not permitted.

All guests on the property must be registered with the range or have a signed waiver on file. Guests may register online at www.indianriver.gov/range.

Junior shooters (ages 10 – 17) must be under the direct supervision (with the child in the lane) of a parent/guardian at all times.

Destruction of Range property is prohibited and will result in immediate removal from Range property.

Tracer rounds, or any type of incendiary ammunition is not permitted on the property.

Hearing and eye protection are required on all range areas (primary and secondary protection is recommended – ear plugs plus ear muffs)

Flora and Fauna are not to be disturbed or molested in any manner. Guests may not feed, harm, interfere or try to pet any wild animal on the property. Dogs must be controlled with a maximum 6' leash at all times (County Code 205.02(12)).

Guests must follow the commands of the Range Officers. Range officers are authorized to request removal of any individual who does not comply with Range rules (County Code 205.02(7)).

Any form of harassment, using abusive language, assault or failure to comply with a Range Officer may lead to expulsion from the range.

Targets with facial features, exploding targets, or bleeding targets are not permitted for use at the Range.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	2.0 Range Safety	2.1	01/09/24
	SUBJECT General Range Safety Rules		

The use of alcoholic beverages or controlled substances are strictly prohibited on the Range property (County Code 205.02(26)).

Should a Range Officer suspect a guest is under the influence of alcohol or drugs, the guest will not be allowed to participate in any shooting activity and may be asked to leave the Range. Should behavior become an issue, law enforcement will be contacted and the guest will be escorted off the property.

Security cameras are in use with recording capabilities and may be used to ensure the safe operation and management of the Range. on range property

Guests should immediately notify staff of any problems, disturbances and safety issues, including unsafe firearms handling



SHOOTING RANGE SOP	SECTION 2.0 Range Safety	NUMBER 2.2	EFFECTIVE DATE 01/09/24
	SUBJECT Pistol Rifle Range Safety Rules		

2.2 Rifle/Pistol Range Safety

Treat all firearms as if they are loaded!

Firearms should be in a case, if a case is not available, firearms need to be carried unloaded, actions locked open, with magazines removed., muzzle up.

Always point the muzzle in a safe direction (muzzle up).

Always keep your finger off the trigger until ready to shoot.

Pistols may not be carried in a holster on the firing line (except Law Enforcement).

All firearms must have sights and a stock (no pistol grip only shotguns).

Rapid fire is prohibited (safe rate is one shot at least every 2 seconds).

Range officers will bring guests through waiting area, assign a shooting lane, check firearms for obstructions and make a visual inspection of the firearms.

Guests may handle firearms, go downrange to work with their targets, or begin firing only at the command of the Range Officers.

Firearms may only be loaded only on the firing line and only at the command of the Range Officer. The muzzles of loaded firearms must always point down range.

All muzzles must extend beyond the yellow line on the bench when firing.

Fully automatic firearms, firearms with binary or forced reset triggers or firearms that have modified to produce rapid fire are not permitted on the Rifle/Pistol Ranges.

Rifles chambered in .50 BMG are only permitted at the discretion of the Range staff and only at designated lanes (this is not permitted on Saturdays and Sundays). Guests must qualify at 100 yards before they can shoot on 200-yard line rifle lanes.

Range areas are considered "HOT" after the Range Officer has announced "going Hot" and when guests are preparing to shoot and shooting. Guests may not walk down range while the firing line is "HOT".

Cross firing (firing from one lane into another) is not permitted. Guests may only shoot the target in their own assigned lane.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	2.0 Range Safety	2.2	01/09/24
	SUBJECT Pistol Rifle Range Safety Rules		

Guests may share a lane as long as only one guest is shooting at a time.

A person possessing an NFA firearm registered as required by law must have proof of registration with them, that is, the document showing that the person's firearm is registered. Range staff may ask if you have this but will not ask to see it.

Guests are asked to help pick up their empty brass and place it in the brass buckets provided on the ranges. (Brooms and dust pans are provided).

Unless your own, all ammo casings are property of the range and may not be removed.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	2.0 Range Safety	2.3	01/09/24
	SUBJECT Shotgun Sports Safety Rules (Skeet/Trap, 5 Stand, Sporting Clays)		

2.3 Shotgun Sports (Skeet/Trap, Sporting Clays, 5 Stand)

Be a responsible shooter by following the safety rules.

Never load more than two (2) shells when shooting sporting clays, 5- stand or skeet/trap.

On Skeet/Trap, Sporting Clays and 5-Stand, only #7.5, #8 and #9 lead shot are allowed. Steel shot is not permitted.

Do not attempt to fill, fix or adjust any clay target machine. Notify the Range Staff of any machine malfunction.

Shooting games other than Skeet/Trap, such as "Pick a Piece," Annie Oakley, "Buddy," or "Knock-Out" or other similar games are **not** permitted on the fields.

Always keep your firearm unloaded and your action open until you are in the shooting position (Feet moving, Action Open!).

Stay on designated walkways and trails. Never walk off the Sporting Clays trail or off sidewalks going to and from 5-Stand and Trap fields.

Never walk in front of any shooting position or clay target machine.

Unload your shotgun – keep action open – before leaving the shooting position. If your feet are moving, your action should be open, and your gun pointed in a safe direction. No practice swings are allowed except while in the shooting position or in a designated practice area.

All Sporting Clay shots must be taken from the shooting position in the station your target card is controlling. Shooting anywhere else – including next to or in front of another station – is strictly prohibited.

Never handle another shooter's firearm without their permission.

No golf cart/ATV speeding – speeding is considered driving faster than a person jogging.

Use of Firearm racks that hold a firearm in a horizontal position, as with those on some ATV's of golf carts is prohibited.

Shooting of items other than clay targets, including wildlife is strictly prohibited.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	2.0 Range Safety	2.3	01/09/24
	SUBJECT Shotgun Sports Safety Rules (Skeet/Trap, 5 Stand, Sporting Clays)		

Please place all trash and spent shotgun shells, in designated waste receptacles.



SHOOTING RANGE SOP	SECTION 2.0 Range Safety	NUMBER 2.4	EFFECTIVE DATE 01/0924
	SUBJECT Archery/Air gun Range Safety Rules		

2.4 Archery/Air gun

All guests must be registered and pay first at the main office.

Guests are reminded not to leave valuables in the vehicles and to make sure their vehicles are locked/secured.

Verify that the ranges are clear before shooting archery/air gun. Only shoot at designated targets.

Guests under 18 must be accompanied by parent/guardian.

Always be aware of your target and what is beyond it.

Report any safety issues, problems or damage to the range office.

Archery Range/Course

Number of arrows in = number of arrows out.

Search for lost arrows with extreme caution. While searching for lost arrows behind targets, have someone watch for other shooters on the Archery Range.

Always keep nocked arrow pointed towards target.

Always draw bow with arrow parallel to the ground.

Only nock arrows when at the shooting line.

Broadhead arrow shooting is prohibited – use only field points.

When finished shooting, place bow on rack or set it down and wait behind the shooting line until all archers are finished shooting.

Air Gun Range

Only Air guns with a muzzle velocity of 650 FPS or less are allowed. Over 650 FPS must use the Rifle/Pistol Range.

All applicable Range Rules apply.



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.1	01/0924
	SUBJECT		
	Guest Check-In		

3.1 Guest Check-In Procedures

A. Guest presents Range Safety Card.

1. Check in guest using CivicRec by scanning card
2. Process transaction using the Point of Sale system, based on their needs
3. Provide a copy of their register receipt to show the range officers.
4. For cash transactions ensure correct change is given.
5. Provide verbal confirmation of the cash denomination provided..." \$12.60 out of \$20.00" by the guest.
6. Provide verbal confirmation of the cash (change) given back to the guest.
7. Ask each guest if they have any questions.

B. Unregistered Guest

1. Assist in registering the guest, either on their phones or manually (indianriver.gov/range)
2. Explain that they must acknowledge the waiver/safety release form and range rules before they shoot
3. Go over range safety rules with each new guest before they leave the Admin Building.
4. Take a photo of the guest and print out card for them.
5. There are paper safety waiver/range rules forms available to fill out if system is unavailable or the guests has no email. (check the "limited user" box during registration.
6. Remember to ask each guest if they have any questions.
7. Give each guest a copy of their register receipt to show the range officers

C. Guest Registration

1. Make sure that we have a current and correct email.
2. Minors need to be on a parents account.
3. Each adult needs their own separate account.
4. Make sure that the safety waiver/release is emailed to the guest and signed before they leave the register area (there are paper copies in case of down time/issues)



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.1	01/0924
	SUBJECT		
	Guest Check-In		

5. Clay shooters can either purchase a silver Clays Card or acquire a House Card for use at the sporting clays, five-stand, skeet or trap ranges. House card requires the guest to leave a Driver's License. Targets left on a house card are not refunded.
6. There is a replacement fee if the registration card is lost or damaged.

D. POS Items

- A. Shotgun guests can either purchase a pre-paid *Clays Card (Silver Card)* or acquire a *House Card* for use at the sporting clays, five-stand, skeet or trap ranges.

1. Pre-Paid Clay Cards (Silver Cards):

Prepaid Clays Cards can be used for any of the shotgun shooting sports activities. These cards can be purchased in the administrative building for a one-time fee. Any amount of money (whole \$ amounts only) can be loaded onto the card for use on the guest's visit and return visits. The card is for them to keep and use without having to stop at office.

2. House Cards:

House Cards can be loaded with a whole dollar amount for guests to use while at the facility. Guests using a *House Card* must leave a copy of their driver's license with staff in the main/clay sales building. *House Cards* are used while the guest is at the facility. Guests return the house card to the main/clay sales building before staff returns their driver's license. Guests should be reminded that there is no refund for unused clays.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	3.0 Range Operations	3.2	01/09/24
	SUBJECT		
	Ammunition Allowed on Rifle/Pistol/Shotgun Ranges		

3.2 AMMO ALLOWED ON RIFLE/PISTOL RANGE/SHOTGUN

Pistol Range

For firearms, .22 caliber and up

This includes black powder pistols as well as all shotgun rounds except for “exotics”.

Any incendiary rounds are not permitted.

Minimum distance to shoot a shotgun is 15yards. Shotguns are not permitted on the 7-yard line

25 rounds of shotgun allowed at one time.

Air rifles with a feet per second (fps) of 650 or more are allowed.

Self-defense “rubber ball” pistols are allowed even though their fps is less than 650 feet per second.

Rifle Range

All calibers from .22 and higher are allowed.

All air rifles with a feet per second of more than 650 are allowed.

All black powder firearms are allowed.

Shotgunsshooting slugs are allowed; however, shot loads are prohibited

“Exotics” and tracer rounds are prohibited.

.50 BMG is allowed only on weekdays.

..338 Lapula Magnum, 50 BMG and higher are not permitted on 200 yard steel targets

While a .50 BMG is being shot – two lanes on either side of the shooter must be kept vacant. In the event that someone is shooting a .50bmg, two lanes on either side of the shooter need to be kept vacant.



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.2	EFFECTIVE DATE 01/09/24
	SUBJECT Ammunition Allowed on Rifle/Pistol/Shotgun Ranges		

ALLOWED ON RIFLE RANGE	ALLOWED ON PISTOL RANGE
Air pistols or rifles with a muzzle velocity of 650 fps and higher.	Air pistols or rifles with a muzzle velocity of 650 fps and higher.
SHOTGUNS -SLUGS ONLY (No birdshot, buckshot, etc).	Pistols in any configuration, regardless of caliber (ex: AK-47 pistol shooting 7.62x39).
Any firearm that has at least a 6 inch barrel. This includes pistols, pistol caliber carbines rifles and shotguns.	Pistol caliber carbines (regardless of barrel length).
Black powder firearms and muzzle loaders.	SHOTGUNS All shot and slugs can be used (up to 25 shots).
.50 BMG firearms are allowed on weekdays only.	Pistol caliber rifles (regardless of barrel length).
SHOTGUN RANGES (SKEET/TRAP/SPORTING CLAYS/FIVE STAND)	
Bird shot/target loads only. (#7, #7 1/2, #8 and #9 only) No slugs, buckshot, or steel shot allowed	

Shotgun Fields/Course

Only 7 1/2, 8 or 9 lead shot allowed

No more than 2 rounds loaded in each shotgun

All shotguns must have a stock.



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.4	EFFECTIVE DATE 01/09/24
	SUBJECT Calling the Line Hot/Cold		

3.4 Calling the line at the Indian River County Public Shooting Range

CALLING THE LINE "COLD" (Range Officers Calling a cease fire and making the line safe.)

"ATTENTION SHOOTERS! At this time fire what you have left in your firearm but, DO NOT RELOAD. After you've finished firing what's left in your firearm, make your firearm SAFE by removing all magazines and locking all actions to the rear. Once you've made your firearm SAFE please step and remain behind the red line".

PAUSE UNTIL GUESTS ARE ALL STANDING BEHIND THE RED LINE.

"At this time, anyone wishing to leave for the day may move their firearm(s) to the rear bench. Remember to point your muzzles UP when moving your firearms".

PAUSE UNTIL ALL GUESTS WHO ARE LEAVING HAVE MOVED THEIR FIREARMS TO THE REAR BENCH AND ALL GUESTS ARE AGAIN SAFELY STANDING BEHIND THE RED LINE.

"Alright shooters, the line is now COLD. At this time, you may go downrange and work with your targets. There will be absolutely no handling of firearms while we have people downrange. If you're not going downrange to work on your target please STAY BEHIND THE RED LINE. The line is now COLD".

CALLING THE LINE HOT

As a team, all range officers should be observing the shooter's activity downrange. This includes watching for the 200yrd line shooters (if any) returning on the golf cart. All range officers should be communicating with each other BEFORE the line is called HOT again. It is EVERYONE'S responsibility to watch downrange and to give the all clear sign to the Range Officer operating the microphone BEFORE allowing shooters to begin firing.

"ATTENTION SHOOTERS! Eye and ear protection are mandatory at this time. You may go forward and resume firing at your targets. There will be no rapid fire. One shot every 2 seconds. The line is now HOT!"



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.4	01/09/24
	SUBJECT		
	Calling the Line Hot/Cold		

Range Officers should, periodically remind shooters to sweep up their brass (if they don't intend to keep it) and place it in the orange buckets behind them.



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.5	01/09/24
	SUBJECT		
	Staff/Law Enforcement Use of Firearms		

3.5 Staff/Law Enforcement Use of Firearms

Carrying/Use of Firearms

- A. Shooting range staff are not sworn officers; therefore, they are not authorized to possess a firearm while on duty. This requirement does not prohibit staff from carrying a firearm in the normal performance of their duties or with the approval of Range Management in accordance with state law. For safety reasons Range Officers are not permitted to carry concealed firearms on the rifle/pistol/shotgun ranges during business hours.
- B. Guests are not permitted to enter the archery/air gun ranges or courses, rifle/pistol ranges, shotgun fields/sporting clay course with a loaded weapon and/or a concealed weapon. Violation of this rule may lead to expulsion of the guest (issued a range pass for another day).

Law Enforcement Officers (LEO)

Off duty sworn Law Enforcement Officers (LEO) must identify themselves to range staff and then may carry concealed/loaded. Only on duty uniformed LEO's may draw from holster. The Action Pistol range may be used by a LEO in need of specialized practice with permission of Range management.

Shooting while on Duty

Staff will not recreationally shoot while on duty. Staff may shoot while working; during their 15-minute breaks/lunch for recreation, and staff may shoot for training, education, function testing/set up and/or sanctioned events.



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.6	EFFECTIVE DATE 01/09/24
	SUBJECT Independent Contractor Instructors Policy		

Purpose:

To establish clear guidelines for the utilization of independent contract instructors at the Indian River County Public Shooting Range. Independent contractors are not employees of the County and not entitled to benefits of employees of the County.

Policy:

- A. Staff currently employed at the Range may not act as instructors (or independent contractors) while employed by the County. Staff may offer guidance to guests while enforcing the range rules.
- B. The use of independent contractors is encouraged at the Range and must meet the following conditions and submit appropriate documentation to range management.:
 1. Completed Instructor Agreement for Services
 2. Completed indemnification form
 3. Completed W9
 4. Completed background screening form
 5. Proof of insurance as specified in section III (8) of the Instructor Agreement for Service
 6. Proof of instructor certification
 7. Course description, to include:
 - Title and description of class
 - What can participants expect or gain by attending the class (goals & objectives)?
 - Proposed days / times.
 - Number of weeks (On going/sessions)?
 - Date of first class?
 - Target Population?
 - Minimum / maximum number of students required to host the class.
 - Any supplies needed for class?
 - Cost of the class?
 - Instructor Biography to be included marketing and any graphics (logo, pictures).



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.6	01/09/24
	SUBJECT		
	Independent Contractor Instructors Policy		

- C. Upon receiving completed documentation Range Management will review the information and if acceptable, will forward to Parks and Recreation for final approval.
- D. Classes will be scheduled/managed using Civic Rec.
- E. Payment to instructors will be processed through a Pay Request and should not be confused with "payroll". Contract instructors are paid as a vendor and will receive payment mailed to the address on file within 30 days of the date of service.



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.7	EFFECTIVE DATE 01/09/24
	SUBJECT POS Opening – Closing and Cash Handling		

Purpose: To give Range Employees a guide on how to open and close daily point of sale transactions in the online reservation and Point of Sale (POS) system Civic Rec. These procedures will be used at each of the Range POS facilities that utilize CivicRec for POS transactions. These procedures should be followed even when there are no transactions taken for the day.

A. Opening/Closing (Main Sales Office)

1. Register will open at 0830 each day. Shooting starts at 0900.
2. There are no refunds given at register and all sales are final. Rain checks (Range Pass) are provided at the register.
3. The Indian River County Cash Collection Policy is followed.
4. Register closes at 4:30PM
5. All tax-exempt purchases must be accompanied with a valid tax-exempt certificate

B. Opening/Closing (Hunters Education)

1. Register hours will be Thursdays (1230 PM – 8:30PM as needed), Saturday and Sunday 0830 – 4:30PM.
2. Sporting clay sales end at 4pm and guests need to be off course by 4:30PM (except Thursdays – night shooting).
3. Other times as needed.
4. There are no refunds given at register and all sales are final. Rain checks are provided.
5. All appropriate cash handling procedures are followed.
6. All tax-exempt purchases must be accompanied with a valid Florida Consumer's Certificate of Exemption, Tax-Exempt certificate showing 501c3 status (Exemption Status). See Section 3.4

C. Close Out

1. Cash will be secured each night according to the Indian River County Cash Collection Policy.
2. Last day of the week or if Range will be closed for any length of time preventing next day courier, any cash deposits will be brought to the pool (or other approved location) and secured.
3. Cash tally sheet will be completed and close out paperwork will be forwarded to Finance at the end of each day but no later than end of the next day.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
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	SUBJECT		
	POS Opening – Closing and Cash Handling		

4. Over/Under reports will be completed with appropriate reason. Every effort will be made to ascertain the reason for the over/under.
5. A copy of the IRS Tax Exempt certificate will be included in the daily close out documents.

D. Daily Close Out Reports:

Close out reports should be sent to Finance and must include the following:

CivicRec Close Summary (for each POS and combined)

CivicRec Shooting Range Daily Closeout Report

CivicRec Shooting Range Transactions

CivicRec Shooting Range POS Summary by Item

CivicRec Short/Over Report (if appropriate)

Copy of any checks (Account # blocked out)

Copy of any Tax-Exempt Certificates

1. The Manager of the Facility, or his/her designee, who counts the cash and credit receipts and also does the cash deposit bag will legibly sign the Closeout Summary report when he/she has finished verifying amounts. If this staff member notices anything wrong with the amounts of cash or credit card receipts, he/she will immediately notify the Facility Manager. The Manager of the Facility or designee will also legibly sign the Daily Close Summary Report after reviewing all of the information contained in the above listed reports and before sending to the Finance Department.
2. As stated in the Indian River County Cash Collection Policy, any overages or shortages of \$5.00 or more must have an explanation and signed off on by the Facility Manager.



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations		3.7
	SUBJECT		
	POS Opening – Closing and Cash Handling		
			01/09/24

Cash Handling

When the guest hands you cash, make sure it is not counterfeit.

- a. Feel the money. Does each bill feel like currency paper?
- b. Use a detection pen (available at cash register), if available. Use the counterfeit bill pen to detect any questionable currency. The counterfeit bill pen shall be used on all \$50's and \$100's.
- c. Place the large denomination of cash received in the register and leave the clip up for that bill as a reference or leave the bill on the shelf of the register during the transaction. This gives you a reference as to what denomination the guest gave you.
- d. Count back the change; i.e., for a sale of \$7.68, when the guest gives you a \$20, count from \$7.68 (2 cents) to \$7.70 (nickel) to \$7.75 (quarter) to \$8.00 (two dollars) to \$10 and (ten dollars) to \$20.
- e. If a guest disputes their change, and they say you gave them too much change back, thank them for being so honest.
- f. If a guest disputes their change, and they say you did not give them enough change back (i.e., guest says he gave you a \$20 and you returned change back for a \$10). Look at your reference, if there is a twenty lying on top of the drawer, or the clip for the \$20 section of the drawer is still up, you know they are probably correct. To verify this, count down the drawer.

REFUNDS or VOIDS

If, during the day, the Range Manager approves a refund, void of a transaction or any manual adjustment, there must be a receipt of that transaction printed out. That receipt shall be signed by the Range Manager with a note of explanation of why the refund, void or manual adjustment was made.

MANAGERS - For credit/debit payments, only prior-day transactions may be refunded. Please use void for credit/debit transactions done during the same day.



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.7	EFFECTIVE DATE 01/09/24
	SUBJECT POS Opening – Closing and Cash Handling		

Sample of Florida Consumer's Certificate of Exemption

0000052 04/16/20



Consumer's Certificate of Exemption

DR-14
R. 01/18

Issued Pursuant to Chapter 212, Florida Statutes

85-8012622034C-3	06/30/2020	06/30/2025	COUNTY GOVERNMENT
<small>Certificate Number</small>	<small>Effective Date</small>	<small>Expiration Date</small>	<small>Exemption Category</small>

This certifies that

INDIAN RIVER COUNTY BOCC
1801 27TH ST BLDG A
VERO BEACH FL 32960-3388

is exempt from the payment of Florida sales and use tax on real property rented, transient rental property rented, tangible personal property purchased or rented, or services purchased.



Important Information for Exempt Organizations

DR-14
R. 01/18

1. You must provide all vendors and suppliers with an exemption certificate before making tax-exempt purchases. See Rule 12A-1.038, Florida Administrative Code (F.A.C.).
2. Your *Consumer's Certificate of Exemption* is to be used solely by your organization for your organization's customary nonprofit activities.
3. Purchases made by an individual on behalf of the organization are taxable, even if the individual will be reimbursed by the organization.
4. This exemption applies only to purchases your organization makes. The sale or lease to others of tangible personal property, sleeping accommodations, or other real property is taxable. Your organization must register, and collect and remit sales and use tax on such taxable transactions. Note: Churches are exempt from this requirement except when they are the lessor of real property (Rule 12A-1.070, F.A.C.).
5. It is a criminal offense to fraudulently present this certificate to evade the payment of sales tax. Under no circumstances should this certificate be used for the personal benefit of any individual. Violators will be liable for payment of the sales tax plus a penalty of 200% of the tax, and may be subject to conviction of a third-degree felony. Any violation will require the revocation of this certificate.
6. If you have questions about your exemption certificate, please call Taxpayer Services at 850-488-6800. The mailing address is PO Box 6480, Tallahassee, FL 32314-6480.

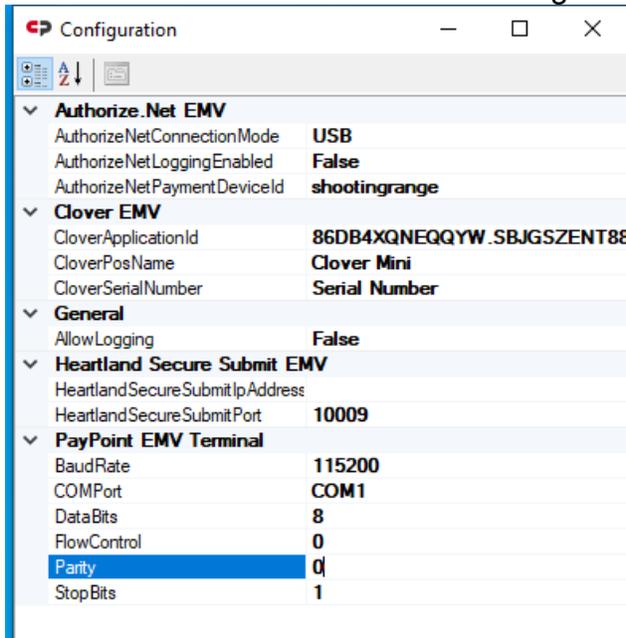


SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.8	01/09/24
	SUBJECT		
	POS Trouble Shooting		

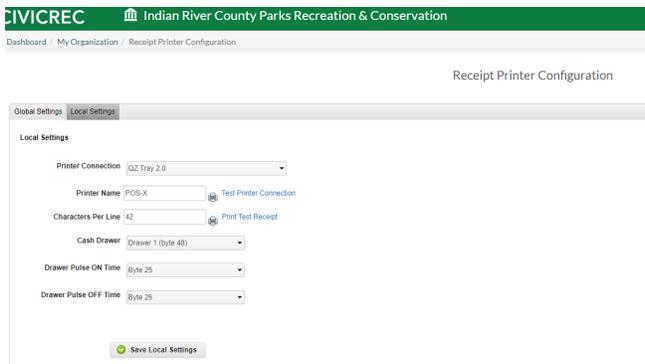
3.8 POS Troubleshooting

Receipt Printer not printing/Credit Card not processing:

1. Reboot the entire computer
2. Make sure that the printer shows under the configure tab on left and under settings for QZ tray that all settings are correct.
3. Set up printer and QZ tray as shown in the following diagrams:
4. Remember to save settings and change under Local.



QZ Tray



Printer Setting



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	3.0 Range Operations	3.9	01/09/24
	SUBJECT		
	Staff/Guest Interactions		

3.9 Staff/Guest Interaction

Staff members are to treat the public and fellow team members the way that they would want to be treated, with courtesy and professionalism.

- All incoming telephone calls should be answered promptly.
- Before answering the telephone, smile. Your voice is the first impression the caller gets. Be warm, enthusiastic and professional.
- Personnel answering telephones shall identify the range site and their name. For instance: "Hello, [insert name of facility], [insert staff name] speaking, how may I help you?"
- Speak distinctly and pleasantly, properly respond to messages and requests, and present, through your manner and tone, the image of an efficient and willing staff member.
- Listen effectively to our guests and take necessary actions to assist them. Let the guest know if there will be a delay. Make them feel appreciated.
- Be friendly. Callers and people who visit our facility are our guests, and a large part of why we are here. Treat them as you would want to be treated.
- As staff working for Indian River County, you are the face of Indian River County. Smile when you talk to people; give them a positive experience.
- Offensive/abusive language is prohibited.
- Comply with standards for employee conduct as outlined in County policies.



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.10	EFFECTIVE DATE 01/09/24
	SUBJECT Facility Use (Skeet/Trap Fields, Classroom, Action Field)		

Purpose:

It is the intent of the Indian River County Public Shooting Range to make the hunter safety classroom and facilities available to individuals and groups for the purpose of promoting fish and wildlife conservation, hunting, fishing and shooting sports. Classroom and shooting range facilities may be utilized by organizations and private individuals under the following conditions of use:

Conditions of Use:

- The guest/organization must provide a copy of their general liability insurance policy in the amount of one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate, naming Indian River County, FL as an additional insured.
- All use fees, including any additional labor fees, must be paid by the event date
- Any request for reservation must be pre-approved (Reservation Agreement), in writing by the Shooting Range Manager. Any use that is in conflict mission of the FWC/Indian River County Public Shooting Range will be rejected at the discretion of the Range Manager or his designee. Any denial can be appealed to the Director of Parks, Recreation and Conservation by making a written request with notice of appeal.
- All range rules/rules apply for and throughout the duration of the reservation.
- All guests must be registered and/or have a signed event waiver on file.
- Guests and/or applicants must comply with all Range Rules and upon Range Officers enforcement of such rules. Failure to comply may result in removal from the property.
- All advertisements for any stakeholder or private training/events must clearly list the sponsor as hosting/sponsoring the training/event and shall not, in any way, imply an endorsement by Indian River County. All materials distributed for a reservation promoting or marketing the reservations purpose must first have a valid reservation, and may not be distributed or posted on County property. Print or digital materials may not include the County's logo, the Shooting Range logo, the County website, or the County's phone number without the express written consent of the Range Manager.
- Requests for skeet/trap field use, Classroom use and Action Field use should be received a minimum of 48 hours in advance.
- Requests will be prioritized on a "first come, first served basis" and recorded on the range calendar, if accepted.
- Tax exempt entities must provide a copy of their valid Florida Tax-Exempt certificate and valid General Liability Insurance certificate form for the date/times



SHOOTING RANGE SOP	SECTION 3.0 Range Operations	NUMBER 3.10	EFFECTIVE DATE 01/09/24
	SUBJECT Facility Use (Skeet/Trap Fields, Classroom, Action Field)		

requested prior to the date requested.

- The organization/guest host is responsible for collecting all guest fees charged prior to use.
- Fees associated with the reservation/organization may not be collected on County property per County Ordinance 205.03 (14).
- The organization/guest must ensure completion and approval of all permits, if required from Indian River County Fire Prevention Bureau including, necessary special events permits.
- The Indian River County public Shooting Range does not endorse any stakeholder or private training/event using the classroom or facilities.
- It is considered a conflict of interest for range staff to act as event hosts or instructors.
- The Deputy County Administrator, Director of Parks, Recreation and Conservation, and the Range Manager shall have discretion to address any special conditions not covered in this procedure manual. Any special conditions may, to the extent that they exceed the authority granted here, be brought before the Indian River County Board of County Commissioners (the "Board") for approval. The County reserves the right to negotiate individual agreements with events in order to promote the Shooting Range and to generate quality events in the best interest of the public welfare.
- Guest/Organization must complete and submit a Shooting Range Reservation Agreement to ensure use of the facility (Action Field, Classroom, Skeet/Trap Field)

Facilities:

Hunters Education Classroom

All FWC hunter safety training and events have priority use of the classroom. FWC shooting range sponsored training, and FWC shooting sports partners, such as 4-H shooting sports and Florida Youth Conservation Centers Network (FYCCN) programs, have second priority use of the classroom. Other FWC divisions using the classroom for official business have third level priority. Other FWC partners using the classroom for hunting and shooting sports activities have fourth level priority. All other use of the classroom is fifth level priority.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	3.0 Range Operations	3.10	01/09/24
	SUBJECT Facility Use (Skeet/Trap Fields, Classroom, Action Field)		

When multiple requests are received for use of the classroom on the same date:

- FWC mission critical activities take precedence over all other requests;
- For non-mission critical activities: hunting/shooting sports activities take priority over other user groups.
- Youth activities take priority over other user groups.
- All requests (Excluding FWC) must submit Facility Reservation Agreement

Skeet/Trap Fields

- Each field is available for use at an hourly fee rate (9:00am X 1:00pm and 1:00pm X 5:00pm, Thursday 5:00pm X 9:00pm).
- Only one field may be reserved at a time
- Use is subject to range management approval and field designation.
- Submit Facility Reservation Agreement

Action Field

Action field is available for use at a per hour fee. An additional one time set up/take down fee may be assessed, if additional preparation is required by Range Team members. This would include target/course set up and take down, room preparation, etc.

- Use will be at the discretion of the range management.
- One (1) Range Officer per 6 guests if a certified or approved Safety Officer is not provided by the organization/individual.
- Submit Facility Reservation Agreement

Use of License Agreements:

If the usage involves entire facility and/or multiple areas impacting the public use of the facility then a License Agreement would be required. This would be submitted for approval according to Parks, Recreation and Conservation current policy.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	3.0 Range Operations	3.11	01/09/24
	SUBJECT Nuisance Wildlife		

Nuisance Wildlife

Nuisance wildlife refers to an animal or animals exhibiting behavior that (Florida Administrative Code 68A-9.210):

- causes (or is about to cause) property damage,
- presents a threat to public safety, or
- causes an annoyance within, under or upon a building.

Only range staff are permitted to address nuisance wildlife on Range Property, in accordance with state law. Nuisance wildlife may not be harvested and/or taken off the property and must be humanly (rifle/pistol) eliminated.

- Hunting of nuisance wildlife will take place when the range is not accessible to the public if at all possible.
- Only approved staff may engage in this activity.
- Dates/times will be coordinated with Range Management
- Two staff members will be required to be present during this activity.
- Flora and Fauna are not to be disturbed or molested in any manner. Staff are cautioned not to feed, harm, harass, annoy, or try to pet any wild animal.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	4.0. Archery/Air Gun	4.1	01/09/24
	SUBJECT Archery/Air Gun Ranges Introduction		

4.1 Archery/Air gun Introduction

On property there is an Air Gun Range and an Archery Field, with targets out to 65yards and an archery course that goes through the woods (across from the field). The Archery area and air gun range are not staffed but range officers should check each area periodically during the day. If using the air gun range and/or the archery field/course guests must first pay at the main building before using the air gun range and/or archery course/field.

Everyone using the Archery Course/Field and/or Air Gun Range must have a current release and waiver of claims on file.

- Guests should be reminded not to leave valuables in the vehicles and to make sure their vehicles are locked and secured.
- Broadhead arrow shooting is prohibited – field points only.

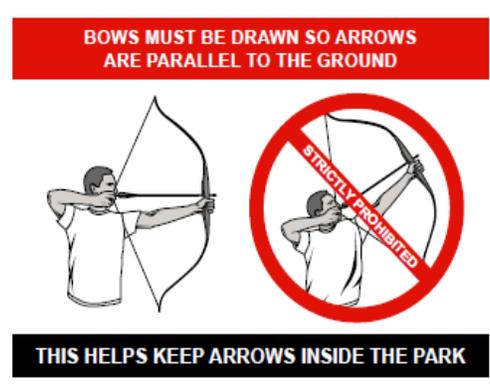


SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	4.0 Archery/Air gun	4.2	01/09/24
	SUBJECT Archery/Air Gun Ranges Introduction		

4.2 Archery Field/Course

Safety is everyone's responsibility:

- Number of arrows in = number of arrows out.
- Only shoot at designated targets.
- Verify that the range is clear of people before shooting.
- Search for lost arrows with extreme caution. While searching for lost arrows behind targets, have someone watch for other shooters on the range.
- Always be aware of the target and what is beyond it.
- Always keep nocked arrow pointed towards target.
- Always draw bow with arrow parallel to the ground.
- Only nock arrows when at the shooting line.
- Always have an arrow nocked when drawing back your bow to eliminate the possibility of a dry fire. A dry fire may cause damage to the bow.
- Anyone under the age of 18 must be under adult supervision.
- Open containers of alcoholic beverages, or shooting under the influence of alcohol, chemical substances or controlled substances is strictly prohibited.
- When finished shooting, place bow on rack or set it down and wait behind the shooting line until all archers are finished shooting.
- Guests should report any issues to the range office.





SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	4.0 Archery/Air gun	4.3	01/09/24
	SUBJECT Air gun Range		

4.3 Air Gun Range

- Only Air guns with a muzzle velocity of 650 feet per second (FPS) or less are allowed. Over 650 FPS must use the rifle/pistol ranges.
- Verify that the Range is clear of people before shooting.
- Guests under 18 must be accompanied by parent/guardian.
- All guests must be registered and pay first at the main office.
- Any Issues should be brought to the attention of range staff

Range staff will periodically check the air gun range during the course of the day
Guests should be reminded not to leave valuables in the vehicles and to make sure their vehicles are locked and secured.



SHOOTING RANGE SOP	SECTION 5.0	NUMBER	EFFECTIVE DATE 01/09/24
	SUBJECT		

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SHOOTING RANGE SOP	SECTION 6.0	NUMBER 6.1	EFFECTIVE DATE 01/09/24
	SUBJECT Emergency Action Plan		

Emergency Action Plan

Even though shooting activities on a supervised range are managed to reduce risk and prevent emergencies from happening, there are factors that are beyond Range Officers control. A guest's health, sudden weather changes and the inevitable incident of user misconduct resulting in an injury to themselves or bystander's mandates having an Emergency Action Plan in place. Having an Emergency Action Plan in place minimizes confusion during an emergency, and saves time responding to an emergency.

Towards this end, all Range staff shall be trained in AED use within the first 6 months of employment. This training will be conducted by video. AED's are located in Main Office and Clay Sales Office.

- In the event an emergency arises the Range staff need to take charge of the situation.
- If the emergency happens during a "HOT" range, the Range Officers need to declare a "COLD" range by following the Cadence of Commands to call a "Cease Firing." The line needs to be called "COLD" so the RSO can focus attention to the injury and not a "HOT" range.
- Range staff will clear skeet/trap/shotgun sports fields of guests.
- The Main office should be contacted to alert them of the incident.
- The Range Manager/designee should respond to the incident to evaluate and confirm the seriousness of the situation.
- All incidents need to be documented on the appropriate Incident Report form (Ref: Administrative Policy Manual under Risk Management).
- Staff is reminded that they may contact 911 if they feel it is necessary.



SHOOTING RANGE SOP	SECTION 6 Emergency Action Plan	NUMBER 6.2	EFFECTIVE DATE 01/09/24
	SUBJECT Emergency Action Plan – Critical Security Incident		

Critical Security Incident:

Any incident that has the potential, or has already caused an emergency response. This will include; Active shooter, medical emergency, disruptive guest/staff. All relevant Administrative Policies Manual (APM) will be followed in addition to the following range specific procedures.

Disruptive Guest:

Dealing with difficult guests can be challenging, but it doesn't have to be. With the right attitude and action steps, you can effectively navigate these guest situations and end in a positive experience.

Dealing with difficult guests:

Tips for dealing with difficult guests:

1. Take a few seconds to breathe and put yourself in the right mindset before dealing with the guest. Remind yourself that the guest isn't necessarily mad at *you*, but rather, they're upset about the situation.
2. Along with having the right mental attitude, developing a thick skin and training yourself to not shrink from difficult situations is in your best interest.
3. People who are upset need to be heard, so let your guests talk, and don't interrupt them.
At this stage, it's important to engage in active listening, which is the practice of consciously assimilating what the other party has to say, instead of just standing silently in front of them. This will help make a good impression and it'll allow you to really take in what the guest is saying, so you can (if possible) resolve their issue efficiently.
4. Show the guest that you're taking their concerns seriously. This can be done by maintaining eye contact and exhibiting the right non-verbal behaviors
5. **Avoid responding with anger or getting defensive.**
6. The things you say — and don't say — can significantly affect the outcome of any guest experience. Signs of boredom, impatience, or aggression will only escalate the situation. Be very mindful of your words and the body language you project.
7. Use "phrases of courtesy." (use... "I apologize", "will you" instead of "you will", "yes" instead of "yeah", "sir/ma'am", "thanks for waiting", etc.)



SHOOTING RANGE SOP	SECTION 6 Emergency Action Plan	NUMBER 6.2	EFFECTIVE DATE 01/09/24
	SUBJECT Emergency Action Plan – Critical Security Incident		

8. You should also avoid defensive or hostile gestures such as closed fists or folded arms as they could aggravate the guest.
9. Once you've heard what the customer has to say, you'll need to talk to them about what you can and can't do.
10. If you can resolve the guest's problem immediately, then, by all means, do so.
11. If possible have another team member present when interacting with difficult guests.
12. Reach out to the range manager for assistance.

If the situation escalates:

1. If the situation reaches a point where the guest "crosses the line" and becomes rude, unsafe, and/or threatening:
 - a. Ensure that you are safe
 - b. First is to give them a chance to calm down. Tell them in a calm but firm voice that they need to tone down the foul language or actions and that you won't be able to help them if their behavior persists.
 - c. If they refuse to calm down, politely ask them to leave.
 - d. If they refuse to leave or If the situation escalates, call 911
 - e. Consult with Range Management if considering a formal Trespass Warning.
 - f. Range Management will review and contact County Risk Management and FWC.
 - g. Document the incident on General Liability Incident Form (APM Risk Management Section)

Active Shooter

DEFINITION: Active shooter can be defined as an individual actively engaging in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

POTENTIAL RESPONSE:

In response to an active shooter event at the IRC Public Shooting Range, there are three potential courses of action: 1) Run, 2) Hide, 3) Fight (self-defense) The following guidelines identify these courses of action:



SHOOTING RANGE SOP	SECTION 6 Emergency Action Plan	NUMBER 6.2	EFFECTIVE DATE 01/09/24
	SUBJECT Emergency Action Plan – Critical Security Incident		

RUN

If there is an accessible escape path, attempt to evacuate the premises, following these recommendations:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you, with these recommendations:

The hiding place should:

- Be inconspicuous.
- Be out of the active shooter's view.
- Provide physical protection if shots are fired in your direction (e.g., relocating into a bathroom and locking the door, staying as low to the floor as possible, remaining quiet and motionless).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering the hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

If the active shooter is nearby:

- Lock the door
- Silence cell phones and/or pagers
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet and motionless



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.2	01/09/24
	SUBJECT Emergency Action Plan – Critical Security Incident		

FIGHT (SELF-DEFENSE)

Act against the active shooter only when you believe your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter as follows:

- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the 911 dispatcher to listen
- Act as aggressively as possible against him/her, using available resources.
- Throw items and use improvised weapons
- Yell loudly
- Commit yourself to defensive physical actions

*It may be necessary to do all three options at various times during the event.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.2	01/09/24
	SUBJECT Emergency Action Plan – Critical Security Incident		

Medical Emergency:

If a serious injury or other medical emergency occurs, **immediately call 911**. Be sure that the following information is provided to the dispatcher: The approximate age and gender of the patient, accurate location with address (10455 102 Terrace), nature of injury.

Remain calm and stay with the injured person

If you are trained in first aid, you may provide care per your scope of practice until first responders arrive. First aid kits are located on each Range, the Main Office, the Clay Sales Office and Clays barn. There is an AED located in the main office

- Make sure the scene is safe.
- Call for the line to go cold. Clear the line/field of guests and make the range safe if the incident occurred on the range.
- Notify Range Manager.
- Render first aid to the injured.
- Gather information including date/time of incident, location, victims name address, DOB, and cell phone number, sex of victim.
- Nature of injury.
- Get a good understanding of what occurred.
- Names, addresses, phone numbers of any witnesses.
- Get pictures if you are able to.
- Offer the guest an ambulance/EMS and if they refuse complete a Refusal of Medical Treatment Form.
- Prepare a General Liability Incident Form (APM Risk Management Section)

Suicide Prevention

- Suicide most often occurs when several stressors and health issues converge to create an experience of hopelessness and despair. Depression is the most common health condition associated with suicide, and is often undiagnosed or untreated. Most people who actively manage their mental health conditions lead fulfilling lives. Conditions like depression, anxiety and substance use problems, especially when unaddressed, increase risk for suicide. (NSSF.org/Safety/Suicide-Prevention).
- Notify Range Management if situation is concerning.



SHOOTING RANGE SOP	SECTION 6 Emergency Action Plan	NUMBER 6.3	EFFECTIVE DATE 01/09/24
	SUBJECT Emergency Action Plan – Wildfires		

Introduction:

Wildfire is defined by the Florida Forest Service (FFS) as any fire that does not meet management objectives or is out of control. Wildfires occur in Florida every year and are part of the natural cycle of Florida’s fire-adapted ecosystems.

Florida’s wildfire season is twelve months long. Indian River County has wildfires throughout the year. The most active part of the year is typically December through the beginning of June. Generally, Indian River County experiences the greatest number of wildfires during April, May, and June. On average, Indian River County has 23 wildfires a year. These fires are often triggered by lightning and spread quickly, igniting everything in their path.

The State Park sits between approximately Micco Rd (north), Rt 512 (South), Babcock Rd (West) and the South Fork of the St. Sebastian River. The range sits on a portion of this State Preserve.

Definition:

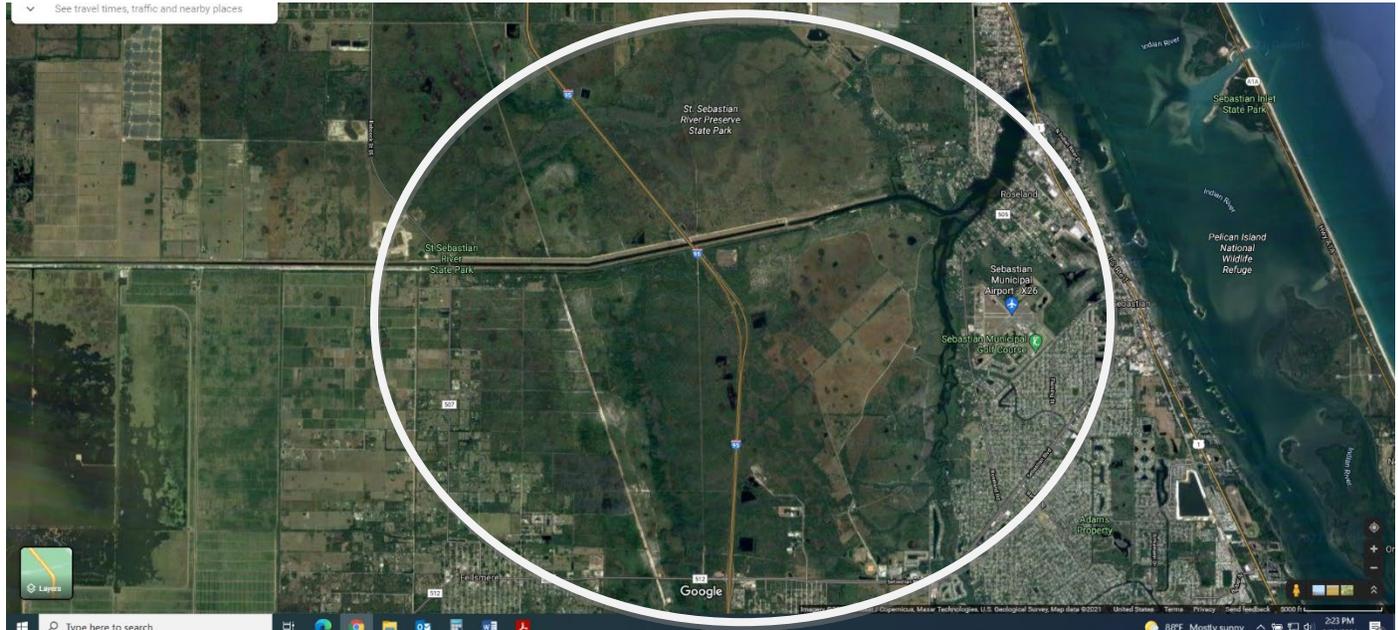
For the purpose of this SOP a Wildland Fire event will be defined as a wildland fire (uncontrolled) anywhere on the St. Sebastian River Preserve State Park exhibiting a threat, or at the direction of an Authority Having Jurisdiction (AHJ)

Policy:

The Indian River County Public Shooting range will comply with any/all Authorities Having Jurisdiction (AHJ) concerning the management of Wildland Fire, mitigation, suppression and prevention of fire. The safety of all team members and guests will remain the primary goal. During a Wildland fire event, every effort will be made to safeguard range/County property as long as it is safe to do so.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.3	01/09/24
	SUBJECT Emergency Action Plan – Wildfires		



Procedure:

A. Initial Notification of Uncontrolled Wildland Fire on the St. Sebastian River State Preserve:

1. Due to the speed at which a wildland fire can spread, close off Rifle/Pistol, Archery/airsoft, sporting clays, Skeet/Trap fields and Five Stand area. All guests should be instructed to exit the range.
2. Based on the threat, every effort should be made to safely safeguard County property. Teams should be established to remove property from sporting clay course/five stand. Items removed can be secured in the shotgun sports parking lot.
3. Range manager/designee will maintain communications with Fire Dept Incident Command.
4. Staffing levels will be adjusted based on conditions and needs.
5. The range entrance located on 102nd Terr will be secured to allow entry of all emergency vehicles and egress of guests/team members. The main entrance is secured with a Knoxbox padlock for fire dept entry.
6. Notify IRC Communications for social media updates.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.3	01/09/24
	SUBJECT Emergency Action Plan – Wildfires		

Notification of “all clear” by AHJ:

1. Range manager/designee will conduct damage assessment on the property and coordinate with IRC Risk Management.
2. Pictures should be taken of all damaged property.
3. Gather information for completion of an Incident Report, which is to be submitted to Risk Management (Per APM 1000.12)
4. Notify IRC communications of status of the range for social media updates.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.4	01/09/24
	SUBJECT Emergency Action Plan – Weather		

It is the standard operating procedure for the Indian River County Public Shooting Range to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant (i.e. hurricane), the Range reserves the right to close/clear the facility. Team members are encouraged to pay attention to radio/TV broadcasts, weather apps, and use the Lightning Prediction System (ThorGuard) currently installed at the Shooting Range and the North County Pool during periods of adverse weather to find out if the facility should remain open or closed.

Definition:

For the purpose of this SOP, inclement weather is defined as any severe or harsh weather condition that makes it unsafe or impractical to travel, commute, or engage in outdoor activities. This will include lightning within 10 miles of the range property.

Procedures:

Based on current conditions a decision whether the facilities will be open or closed during periods of inclement weather will be made. This could include stopping all activities on the ranges and instructing staff and guests to seek shelter under the range roof or indoors in the main building, as well as leaving the property, depending on

Regardless of whether the facility is open or closed, it is each employee's decision as to whether it is safe to continue activities during such weather. Employees must advise the range manager, or their designee conditions as soon as possible if they feel that conditions are hazardous and they have halted activities.



SHOOTING RANGE SOP	SECTION 6 Emergency Action Plan	NUMBER 6.4	EFFECTIVE DATE 01/09/24
	SUBJECT Emergency Action Plan – Weather		

Initial Notification of inclement weather (Shotgun/Rifle/Pistol)

- Call the line cold and have the guests seek shelter (personnel vehicles/Range Office).
- Based on the conditions, activities may stop until the weather passes or if prolonged hazardous conditions persist then the guests may be asked to leave property, if it is safe to do so.
- Staffing levels will be adjusted based on conditions and needs.
- Ensure that the Sporting Clay Course, skeet/trap, Archery and Airsoft ranges are cleared during inclement weather.
- Notification of lightning strikes within 10 miles; range activities will cease until the threat has passed.
- During a thunder/lightning storm; seek shelter and remain indoors, stay away from windows and doors. Stay away from items that conduct electricity.

Initial Notification of Hurricane (or significant Storm)

- Before every extreme weather event, the staff should meet as early as possible and establish a series of meetings over the days leading up to the storm.
 - Range Manager will utilize the Hurricane Checklist.
 - Completed Hurricane Checklist will be included in the Incident Report.

Activation of ThorGuard System

1. Three (3) load horn bursts from the ThorGuard tower indicates high chance of lightening. Upon activation of the horns/yellow strobe the procedures for closing the facility (as described in “A” above) will be followed.
2. One (1) long horn burst indicates the threat has passed and activities may resume (as described in “B” above).

Notification of “all clear”

1. Once the weather has passed and it is safe to continue, activities may resume
2. Team members will continue to monitor weather conditions.
3. Ensure all staff is accounted for.



SHOOTING RANGE SOP	SECTION	NUMBER	EFFECTIVE DATE
	6 Emergency Action Plan	6.4	01/09/24
SUBJECT			
Emergency Action Plan – Weather			

HURRICANE CHECKLIST

Storm Name: _____

Date: _____

Phase I (96 Hours) - before storm

CHECK-OFF

1. Monitor news sources/County Resources _____
2. Notify all staff – update contact info and check availability. _____
3. Review with team the procedures to secure outside loose equipment at assigned areas. _____
4. Prepare Hurricane schedule _____
5. Store all loose items (trash cans, chairs, bench rests, stands, Target holders, brooms, buckets, Flags, etc.) _____
6. Fill vehicles with gas. _____
7. Range manager will coordinate with Incident Command _____
8. Secure Cash/High value property _____

Phase II (72 Hours) before storm

9. Unplug all electrical equipment (Skeet/trap machines), secure & cover. _____
10. Shutter all windows. _____
11. Shut off main electric breakers (IF REQUIRED). _____
12. Ensure items are off the floor in case of flooding _____
13. Lock all doors, including field houses. _____
14. Lock range gates. _____
15. Property drive thru – final pass before securing campus _____

Phase III (48 Hours) before storm:

16. Reassign staff as needed _____
17. Range Manager will coordinate with Incident Command _____
18. Media messaging _____

Recovery Phase (24 hours) Post Storm

1. Assemble damage assessment teams _____
2. Survey range for damages/dangers and notify range manager _____
3. Request additional resources, as needed _____
4. Prepare to reopen range based on conditions _____
5. Media messaging _____



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.5	01/09/24
	SUBJECT Emergency Action Plan – Fire Emergencies		

Fire Emergency

Team members should know where fire extinguishers are located and how to use them (PASS)

Fire extinguisher access should be clear and unobstructed. Fire extinguishers are located:

Inside the classroom building
 5 Stand Structure
 Shotgun/clay Barn
 Main Building
 Rifle Range
 Pistol Range
 Archery/Airgun Range
 Storage Building

How to use a fire extinguisher:

Pull the pin
Aim the nozzle at the base of the fire
Squeeze the trigger
Sweep side to side

Anytime there is a fire in or around the Range the Range Officers will:

- Call a “CEASE FIRING” and make all ranges/fields “COLD.”
- Extinguish any small fire, if safe to do so and ensure that the fire is completely out.
- Notify Range Management
- Complete a Property Damage Form (APM 1000.10)

Property Damage Form (should include):

- Immediately assess how the fire got started?
- Was it an illegal tracer round fired by a guest? If so, get guest information.
- Were there any other guests involved?
- Who are the witnesses?
- How was fire extinguished?



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	6 Emergency Action Plan	6.5	01/09/24
	SUBJECT Emergency Action Plan – Fire Emergencies		

Large Fires:

- Contact 911 – Fire Department, give location of fire
- Close ALL RANGES and ensure that the patrons are safe from any fire movement and ensure that it is safe for responding officials to enter the facility.
- Assist authorities by being sure access in and out of Range is clear of any obstructions.
- Range Manager will ensure all staff are accounted for and safe.

“All Clear”:

- Once the fire has been confirmed and out, and the area deemed safe by authorities, Range Management will give an all clear.
- Only after the all clear is given, shooting may resume.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.1	01/09/24
	SUBJECT Team Members		

Team Members

Range Officers shall be present on the ranges during operating hours. The Range Officers shall provide constant and direct supervision on the firing line to ensure that shooters follow range rules designed to prevent possible injury and property damage. The Range Officers need to be mobile and vigilant on the firing line in a location that allows the best control of the firing line. Range Officers are safety officers, not instructors. Even though, for the sake of safety, at times basic instruction must be given, the Range Officers' focus must be on enforcing safety on the ranges and not instructing shooters.

Staff Assistants perform a wide range of clerical and administrative duties including customer service, and point of sale operation.

The Facility Supervisor is a safety focused supervisory position overseeing all day to day operations.

Team members are not to handle guest's firearms unnecessarily. Staff should not attempt to repair a guest's firearm. If a serious repair is needed have the guest make the firearm safe and refer them to a qualified gunsmith of their choice.

The Range Manager is a safety focused supervisory and business development position overseeing the operations of the Range

Uniforms, Personal Appearance:

The Range Officers' uniform consists of:

Pants – jeans, rough duty pants, or rough duty shorts

Black or brown belt

Shirts (issued 3 shirts and as needed)

Red polo range shirt with staff name embroidered on the shirt (preferred), or

Red-shirt – short sleeve or long sleeve with staff name tag

Issued ball caps or hats (no offensive logos/sayings, etc)

Shoes

Shoes or boots shall be brown or black.

Open toed shoes such as sandals or flip flops are not permitted.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.1	01/09/24
	SUBJECT Team Members		

Hearing and eye protection will be provided upon hiring and replaced as requested.

Appearance:

Attire, dress standards and personal appearance are important in making a good first impression. Team members shall always display a neat, professional appearance while on duty or while representing the shooting range before the public. Refer to the County's Administrative Policy Manual regarding appropriate attire and personal appearance.

Staff shall be expected to maintain an appearance which reflects a professional image by proper grooming and personal cleanliness.

Some duties may require staff members to wear certain types of clothing or gear for health, safety or security reasons. Staff should dress appropriately for the work setting and type of work performed.

Requests for attire replacement shall be sent through range management for approval.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.2	01/09/24
	SUBJECT Range Officer Responsibilities Rifle/Pistol		

Range Officer Responsibilities - Rifle and Pistol Ranges

- Watch for safety. Remain alert and keep personal cell phone use to a minimum. Correct any problems and emphasize safety to our guests. Monitor and guide the guests in the use and procedures of shooting on the range.
- Range officers should interact with the guests throughout the day. Range officers must walk the firing lines, directly observing the guests firearms handling, loading/unloading, and shooting practices.
- Be on time and ready at assigned work area at the start of their shift.
- Treat each other with professionalism, courtesy and respect.
- If a guest enters with a loaded or concealed firearm they may be asked to leave. Range Officer will offer a Range Pass and complete an incident report. Contact a senior range officer or a manager if needed.
- Greet the guests at the gate. Brief the guest on the procedures and assign a lane. Ask the guests if they have any concealed or loaded firearms. If they say yes, have them return to their car and address the issue before allowing entry to the ranges.
- During a "COLD" line the empty cases need to be swept from the sidewalks.
- ALL Range Officers are to help with set up/clean up and trash removal. Range officers assigned to rifle/pistol need to be on the range at assigned start time.
- During a "HOT" line watch the shooters for safety and assist guests with any problems they may have. Help with malfunctions of firearms. If you are not sure - ask for assistance from another range officer or management.
- Guests may be brought onto the firing line during a HOT (cold) operating line. Guests must use only authorized and official entrances and have a valid range pass/ten pass/valid rain check (receipt).



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.2	01/09/24
	SUBJECT Range Officer Responsibilities Rifle/Pistol		

- Make sure you explain all rules and regulations to guests before they move their guns to the firing line.
- Instruct that all guns be placed on the back bench, muzzle pointed away from the firing line and that all actions be opened for bore inspection.
- Do not allow guests to clear their own firearms. The range officer clears the firearms.
- Check ALL bores for obstructions. If the bore is plugged it must be cleared and checked before firing. This inspection is to be done to ALL guns brought onto the range. (To check a bore for obstruction, open the action make sure the gun is UNLOADED). Visually check chamber to be sure it is clear. Only after this is done look down the bore.
- Pistol range frames for shotgun will not be placed closer than the 15-yard line.
- Shotguns must have a stock. Shotguns with only a pistol grip will not be allowed on the ranges.
- Rapid fire is not allowed. One shot every two seconds.
- No tracer rounds, and no incendiary rounds are allowed.
- Targets will be placed in the center of the cardboard.
- Monitor weather and range conditions. Be aware of lightening and be prepared to call the line cold in the event of lightening/inclement weather.
- Remind guests to shoot from the “other side” of the red box.
- Target frames move in and out only. They do not move side to side.
- Guests using the 200-yard rifle range must be approved by range staff
- Provides outstanding customer service to guests.
- Informs guests of range/safety rules and ensures compliance



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.2	01/09/24
	SUBJECT Range Officer Responsibilities Rifle/Pistol		

- Maintain Range shacks in a safe and clean condition
- Assist with building of frames and perform light maintenance and grounds work
- Communicate with range staff Assist with tournaments and sanctioned events.

Safety Is a Top Priority:

Commands issued by any Range Officer must be followed immediately. Range Officers are authorized to remove any shooter whose behavior is detrimental to the safe operations of any of the ranges.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.3	01/09/24
	SUBJECT Range Officer Responsibilities Shotgun Sports		

Range Officers Responsibilities Shotgun Sports

SAFETY IS #1!!

The entire time at the range, it is the Range Officer's job to be observant of safety procedures and ensure guests compliance.

Watch for safety. Remain alert and keep personal cell phone use to a minimum. Correct any problems and emphasize safety to our guests. Monitor and guide the guests in the use and procedures of shooting on the range.

Range officers should interact with the guests throughout the day. Range officers must pay close attention to what their guests are doing and ammunition they are using.

Be on time and ready at assigned work area at the start of assigned shift.

Treat each other with professionalism, courtesy and respect

Be aware of range staff on and around the fields.

Follows and implements all procedures and policies as described in the Range Standard Operating Procedures.

Only 7 ½, 8 or 9 LEAD shot allowed on all shotgun venues

All uncased guns are to have the action open at all times. They must be in the shotgun box on the skeet/trap/5 stand field prior to loading or shooting. On the sporting clays course, they must be in the shooting stand before loading or firing a shot. If the gun uses a detachable magazine the magazine must be removed from the gun.

SHOTGUNS IN GUN RACKS - Semi-auto's and pump guns must have the actions open. Over and under guns may be closed.

- All firearms are to be pointed in a safe direction at all times.
- Pay attention and give good PROMPT pulls.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.3	01/09/24
	SUBJECT Range Officer Responsibilities Shotgun Sports		

- Keep skeet and trap fields neat and clean.
- Fill houses and machines with targets as necessary.
- Sweep out the houses, pick up shotgun hulls and dispose, tie up garbage bags and remove from the can, sweep up field and top off trap houses, at the end of every shift.
- Break down clay target boxes completely and dispose of at the end of your shift. Place cardboard Boxes in the correct recycling bin.
- Keep maintenance tools / control panel cords on the proper fields. DON'T allow equipment to wander off to another field.
- Keep golf carts and push carts neat and clean.
- Periodically check sporting clay course/5 Stand/skeet and trap fields and clean up hulls

TO SHUT DOWN A SKEET/TRAP FIELD

- Roll up pull control panel cords neatly and store in Clay house.
- Pick up shotgun hulls and dispose of in trash
- Sweep sidewalks and top of trap house.
- Sweep out high / low/ trap house.
- Completely Break down and stack clay target boxes
- Tie and remove full garbage bags (replace with clean bag), and put in appropriate dumpster.
- Close window and door to filed houses



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.3	01/09/24
	SUBJECT Range Officer Responsibilities Shotgun Sports		

Night Shooting:

- All night shooting staff should begin lunches no later than 4pm and conclude by 4:45pm.
- Day shooting staff need to be relieved by 4:45 or at the very least offered relief.
- Sales window will shut down at 8:30pm.
- Range staff will stop throwing new games at 8:30pm. Guests in the middle of a game that has already started will be allowed to complete the game.
- Machine failures will be noted on the “shift notes” board in the Clay Barn.
- Machines should be topped off and made ready for play.
- Ensure guests are off the sporting clay course no later than dusk.

Additional Responsibilities for team members assigned to shotgun sports:

- Provides outstanding customer service to guests.
- Informs guests of range/safety rules and ensures compliance
- Performs light maintenance on grounds, golf carts and clay machines
- Fills machines as needed
- Sets up sporting clay course for tournaments and monitors play
- Keeps the course and fields clean.
- Assists with inventory



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	7.0 Team Orientation/NEO	7.4	01/09/24
	SUBJECT New Employee Orientation (NEO)		

New employees upon starting at the range will be given a “New Employee Training Form”. This form will help guide them in the training process. Training will be under the guidance of experienced range officers and consist of (at a minimum):

- 8 Hours on the Pistol Range
- 8 Hours on the Rifle Range
- 16 Hours on Shotgun Sports
- 8 Hours Office/Admin

New employees may have the training extended depending on skill/comfort level.

New Range Officers will be trained to work in all areas of the range and may be called to do so based on operational need.



SHOOTING RANGE SOP	SECTION 7.0 Team Orientation/NEO	NUMBER 7.4	EFFECTIVE DATE 01/09/24
	SUBJECT New Employee Orientation (NEO)		

Employee Name: (PRINT)	Start Date:
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Pistol Range:	8 hours	Time:
Date:		
Topic	Completed (Range Officer Initials)	
Morning Session		
Punch In/out		
Range Set up		
Calling Line Hot/Cold		
Walking the Line		
Range Safety		
Cleaning/Maintenance		
Range Officer Responsibilities (Review/sign form)		
Afternoon Session		
Calling the Line		
Facility Tour		

Rifle Range:	8 hours	Time:
Date:		
Topic	Completed (Range Officer Initials)	
Morning Session		
Punch In/out		
Range Set up		
Calling Line Hot/Cold		
Walking the Line		
Range Safety		
Cleaning/Maintenance		
Incident Reporting		
Afternoon Session		
Calling the Line		



SHOOTING RANGE SOP	SECTION 7.0 Team Orientation/NEO	NUMBER 7.4	EFFECTIVE DATE 01/09/24
	SUBJECT New Employee Orientation (NEO)		

Shotgun Ranges: 8 hours (16 hours Total) Time:	
Date:	
Topic	Completed (Range Officer Initials)
Morning Session	
Punch In/out	
Range Set up	
Promatic machines/Cards	
Tour each field (5 stand, Skeet, Trap, Sporting Clay)	
Explanation of Games (5 Stand, Skeet, Trap, Sporting Clays)	
Pulling Birds	
Loading/Unloading Promatic Machines	
Cleaning/Maintenance	
Afternoon Session	
Pulling birds	
Golf Carts/Push Carts	

Shotgun Ranges: 8 hours (16 hours Total) Time:	
Date:	
Topic	Completed (Range Officer Initials)
Morning Session	
Punch In/Punch out	
Range Set up	
Trouble Shooting/Loading/Unloading	
Pulling Birds	
Range Safety	
Cleaning/Maintenance	
Afternoon Session	
Pulling Targets	



SHOOTING RANGE SOP	SECTION 7.0 Team Orientation/NEO	NUMBER 7.4	EFFECTIVE DATE 01/09/24
	SUBJECT New Employee Orientation (NEO)		

Office/Admin: 8 hours (8 hours Total) Time:	
Date:	
Topic	Completed (Range Officer Initials)
Morning Session	
Punch In/Punch Out	
Office Set up	
Phone Courtesy/Customer Service	
Point of Sale System	
Range Safety (briefing)	
New shooter Registration	
Guest Check in/Sales	
Promatic Cards	
Rentals	
Cleaning/Maintenance	
Hunters Education Sales Office	
Afternoon Session	
CPR/AED, EMRGENCY PROCEDURES	
Range Officer Responsibilities	
Review Administrative Policies	
Customer Service	
Cleaning/ Maintenance	

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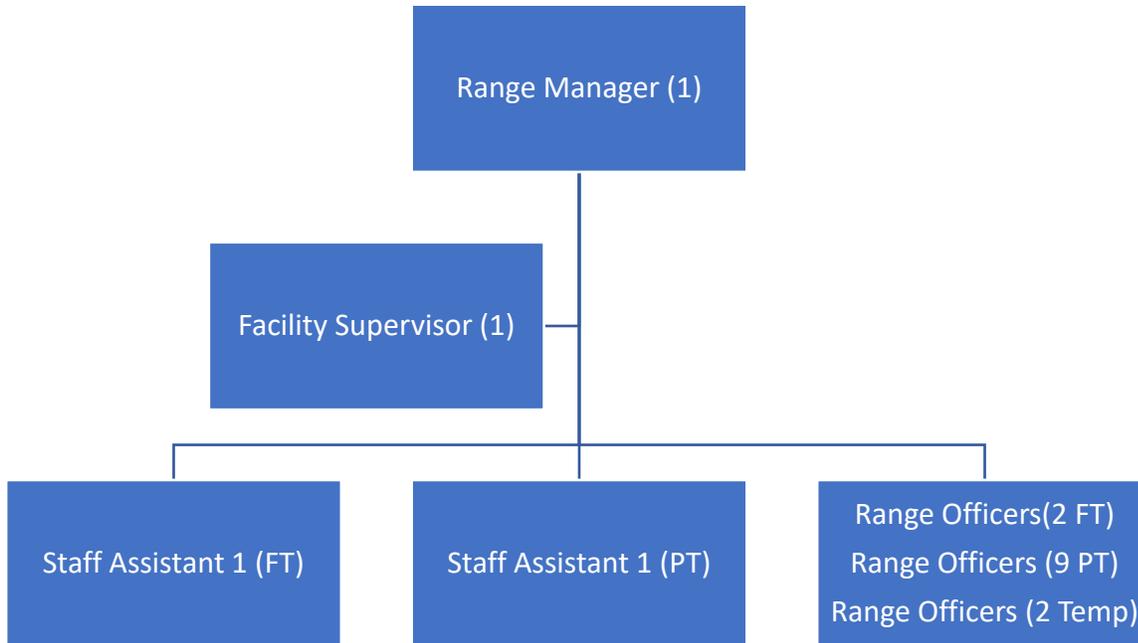
When complete please return to Range Manager

Date Submitted: _____ Employee Signature: _____



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	8.0 Job Descriptions/ Table of Organization	8.1	01/09/24
	SUBJECT Table of Organization		

Indian River County Public Shooting Range Table of Organization





SHOOTING RANGE SOP	SECTION 8.0 Job Descriptions/ Table of Organization	NUMBER 8.2	EFFECTIVE DATE 1/12/24
	SUBJECT Job Descriptions – Manager Shooting Range		

Indian River County Public Shooting Range

Job Descriptions



SHOOTING RANGE SOP	SECTION 9.0 Administration	NUMBER 9.1	EFFECTIVE DATE 1/09/24
	SUBJECT Administrative Policies and Procedures		

Work assignments

- Facility Supervisor shall establish a schedule of work assignments for personnel assigned to the Shooting Range.

Interaction with the public

- Shooting Range staff routinely interacts the public; provides information on Range rules and regulations, safe handling and shooting of firearms; coordinates activities with law enforcement officials, and groups; prepares and maintains reports, and correspondence.

Social Media

- Communications made with respect to social media shall be made in compliance with all applicable County policies.

Email and Electronic Communication

- Users of County email shall follow County Policy regarding Acceptable Use.

County Cell Phone

- User of County cell phones shall follow County policy Cellular Device and Stipend and County Policy Acceptable Use.

Timekeeping

- Indian River County complies with the Fair Labor Standards Act (FLSA) and has established policies and procedures regarding Timekeeping, Attendance and Punctuality, Hours of Work, Overtime, On Call/Standby Assignment-Holidays, Vacation, and Sick leave, Family and Medical Leave, Short Term Absences, and Leave of Absence.
- Employees of the County are expected to accurately report time worked and request time off from work in accordance with applicable policies and procedures.
- Range employees are expected to work the established work schedule or be on approved leave.



SHOOTING RANGE SOP	SECTION 9.0 Administration	NUMBER 9.1	EFFECTIVE DATE 1/09/24
	SUBJECT Administrative Policies and Procedures		

Range Staff are responsible for:

- Working the assigned shift and complying with established County policies and procedures.
- Requesting time off in accordance with established policies and procedures using the electronic approval process (if applicable).
- Clocking in to work at either an assigned computer workstation, time clock using a County issued proximity badge, using a mobile application, or other method established by the County.
- Reviewing the timesheet to ensure it accurately reflects all hours worked and reporting errors or missed punches to the supervisor or division timekeeper.
- Taking the assigned meal period or requesting supervisory approval to "cancel" the meal period for the day if the employee was not permitted to take a lunch break.
- Maintaining issued proximity badges and reporting lost or damaged badges to Human Resources for replacement. Repeated loss or damage may result in the employee being responsible for the cost of replacement.

Sick and Vacation Policies & Procedures

Sick Leave

It is the policy of the County to permit employees to be absent from work due to non-work-related sickness or injury. In order to help regular employees, maintain their income during these absences, the County will provide compensation according to County policy regarding Sick Leave.

- Employees calling out sick must notify their immediate supervisor (by call or text) before the start of their scheduled shift.
- If calling out sick and returning to work without a doctor's note the day will be counted as an unexcused sick day.
- Pre-approved sick day scheduled twenty-four hours in advance will be counted as an excused sick day
- Sick Leave should be requested by the employee through the Kronos system.
- Three unexcused sick days in a 90-day period will result in disciplinary action in accordance with County policy, Attendance and Punctuality and County policy, Group Two Offenses.



SHOOTING RANGE SOP	SECTION 9.0 Administration	NUMBER 9.1	EFFECTIVE DATE 1/09/24
	SUBJECT Administrative Policies and Procedures		

Vacation

- It is the policy of the County to provide vacation leave with pay to employees in regularly established positions in accordance with the guidelines established in County Vacation Leave policy.
- Vacation should be requested by the employee through the Kronos system.
- Vacation leave should be requested at least twenty-four hours in advance.
- Days requested will be approved based on operational needs of the Range.

Personal Day

- The Personal Day must be used in accordance with County vacation policies and must be scheduled and used by the employee within each fiscal year.

Record Keeping

- Purchase of materials – purchasing guidelines
- All purchases must be authorized by the Range Manager and be made in accordance with the County's Purchasing Policy.
- All packing lists must have a legible signature and the date received.
- All receipts and purchase forms must be turned in to the Staff Assistant in a timely manner.

Emergency Response

Incident/Accident Reporting

- Range staff must follow the County's Risk Management policy, Incident/Accident Reporting
- 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 a lead person, their supervisor, or the Department Director or designee immediately after occurrence of the incident. This is to include minor injury and property damage as well as public liability incidents. The importance of reporting each and every incident in a timely manner cannot be over emphasized. Even if an injury seems minor at the time of occurrence, it can develop into something more serious at a later date. Additionally, lost, damaged, vandalized or stolen County property must be



SHOOTING RANGE SOP	SECTION 9.0 Administration	NUMBER 9.1	EFFECTIVE DATE 1/09/24
	SUBJECT Administrative Policies and Procedures		

- reported immediately. All such incidents/accidents must be documented with an Indian River County Workers' Comp First Report of Injury, Property Damage, Auto Accident and/or General Liability form. (located in "Forms" section).
- Range staff must be familiar with Emergency Action Plan, Section 6 of this manual.

Safety

Range Staff are expected to:

- Follow the County's Risk Management policy regarding Accident Prevention
- Not to engage in any activity that would compromise the safety of the other employees or the public
- Operate County vehicles and equipment in a safe and responsible manner.
- Report perceived unsafe conditions or actions within the Shooting Range to their supervisor.
- Complete accident/incident reports and submit them in a timely manner.
- Wear protective safety equipment as required.
 - Open toed shoes are not permitted
 - Eye protection
 - Hearing Protection

Lightning Safety

- If you hear thunder, even a distant rumble. Get to a safe place immediately. Thunderstorms always include lightning. Any thunder that you hear is caused by lightning.
- Remain in a safe building structure or vehicle at least 30 minutes after hearing the last sound of thunder.

Protecting Workers from the Heat

- When the heat index reaches 105° F, or higher, conditions can become dangerous, especially those working outside. When high temperatures combine with high humidity levels, our bodies feel hotter than the actual temperature. This is called the heat index and is due to the increased moisture in the air limiting the body's ability to cool off through sweating.



SHOOTING RANGE	SECTION	NUMBER	EFFECTIVE DATE
SOP	9.0 Administration	9.1	1/09/24
	SUBJECT Administrative Policies and Procedures		

- To prevent outside workers from suffering heat related illnesses, OSHA recommends employers take the following precautions:
 - Allow 15-minute breaks every hour for workers to cool-down and rehydrate.
 - Provide workers will plenty of water at the job site.
 - Allow workers to move to a shaded or air-conditioned area when needed.
 - Recognize and discuss the signs and symptoms of heat related illnesses.
 - Frequently check-in with team members working in extreme heat.
 - Call 911 when necessary.

Vehicle Maintenance and Operations Procedures

- All vehicles are to be operated in accordance with County Vehicle Guidelines policy
- 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.
- A pre-trip inspection is required before operating a County vehicle. The inspection should be logged on the vehicle checklist (located in “Forms” section)
- County vehicles are to be used for County business only.
- All vehicle should have the registration, insurance documents, Risk Management pamphlet, a fire extinguisher and a first aid kit.
- In the event of an accident the employee should follow the instructions and outlined on the Risk Management pamphlet located in the glovebox.
- The service due sticker is located on the dashboard. It is the responsibility of the vehicle operator to inform their supervisor when vehicles are due for service. The supervisor is to schedule needed services or repairs with Fleet Management. Fleet Management maintains County cars, trucks, and equipment and provides a fuel dispensing station for the County. Fleet Management maintains the County’s parts inventory and vehicle history records. Fuel and repair costs are charged to the various County departments.
- Vehicle keys should be returned to their proper storage site at the end of the day.



SHOOTING RANGE SOP	SECTION 9.0 Administration	NUMBER 9.1	EFFECTIVE DATE 1/09/24
	SUBJECT Administrative Policies and Procedures		

Behavior of Employees/Disciplinary Procedure

- Certain rules and regulations regarding employee behavior are necessary for the efficient operation of the County and for the benefit and safety of all employees. Conduct that interferes with operations, discredits the County, or is offensive to fellow employees, business associates or the public will not be tolerated. (APM Behavior of Employees Section)
- It is the policy of the County that all employees are expected to comply with the County's standards of behavior and performance and that any noncompliance with these standards must be remedied. (APM Disciplinary Procedure and Offenses/Disciplinary Pattern Sections).
- It is the policy of the County to recognize degrees of severity of unacceptable performance and to provide guidance for management to assist in consistent, effective use of discipline as a teaching tool (APM Offenses/Disciplinary Pattern).