7. **The Parks and Recreation Director**, whose responsibilities include:

   a. Ensuring that the provisions of this chapter are applied department-wide, auditing training in and compliance with this procedure and taking corrective action when non-compliance is found. Auditing may be done personally, with the assistance of the County Risk Manager, or by utilizing a contractor hired for this purpose. Auditing is an important key to improved safety performance. Audits should be both announced and unannounced. The purpose of the audits is to:
      
      i. Maintain standards by ensuring that employees follow established guidelines, methods and procedures
      
      ii. Identify where methods or procedures are insufficient
      
      iii. Measure the effectiveness of, or need for, safety education
      
      iv. Reveal weaknesses in the safety and risk management program
      
      v. Motivate employees by showing the results of their safety efforts
      
      vi. Increase safety and risk management awareness
      
      vii. Ensure that previously recommended corrective action was addressed, initiated or completed

   b. Providing periodic reports to County Administration

   c. Audits of policy compliance and all other elements of the safety program may also be performed by the County Risk Manager upon his/her own initiative. Copies of said audits will be provided to the Parks and Recreation Director as well as County Administration.

8. Members of the Safety and Risk Management Committee may invite their team members to attend the committee meetings at any time.

**PARK AND RECREATION FACILITY SECURITY**

To protect public safety and the public’s investment in parks and recreation facilities, the SCPD employs many strategies, within the context of a general security plan, including:

1. Taking crime prevention into account when designing facilities

2. Installing gated access, security alarm systems, video cameras, fencing, lighting, electronic access systems and utilizing off duty-security personnel
3. Monitored security alarms / systems will be used as needed and are currently installed at the following locations:

a. Location - Berry Field restrooms
   System Type - Priority One Security
   System Components - Automatic door locks
   Access Control - Timers are managed by the Recreation Team

b. Location - Chesnee Community Center
   System Type - Priority One Security
   System Components - 24 hour key fob access system and video cameras for fitness center
   Access Control - Keyfobs are issued to paying members and all Chesnee Community Center staff

c. Location - Chesnee Park Restrooms
   System Type - Priority One Security
   System Components - Automatic door locks
   Access Control - Timers are managed by Park Operations Team

d. Location - Cleveland Park Event Center
   System Type - ProTec Security, a division of Laurens electric
   System Components - Audible alarm with motion/door sensors and video cameras
   Access Control - Employee specific codes are issued to all Cleveland Park staff

e. Location - Lake Cooley Outdoor Education Center
   System Type - Priority One Security
   System Components - Audible alarm with motion/door sensors and video cameras
   Access Control - Employee specific codes are issued to all Lake Cooley Park staff

f. Location - Timken Community Center
The Spartanburg County Parks Department Procedures Manual is not a contract, expressed or implied. Employment is at-will.

4. Lightning detection and warning systems are installed at sports venues that attract large crowds.

5. Some high-value facilities are equipped with video camera systems installed as a preventative measure and to assist police departments in prosecution.

6. Establishing standard opening and closing hours of all parks and recreation facilities and placing signage to notify SCPD customers of those hours. In the event that opening and closing hours are changed due to weather, special events, etc., the SCPD will do its best to notify SCPD customers.

7. Recreation, Park Operations and Park Maintenance personnel lock SCPD vehicles, park buildings and access gates as part of normal closing procedures to deter and prevent access into areas after closing hours.

8. For those facilities owned or managed by the SCPD, the Park Maintenance Manager has designated the Assistant Park Maintenance Manager to serve as the key coordinator. This person will provide for control, issuance of and documentation of all keys issued to SCPD personnel.

   a. SCPD team managers may request, from the key coordinator, the issuance of keys to personnel on their team. Keys will be issued to individuals only for those areas where a need for access can be demonstrated.
b. Only the key coordinator is authorized to duplicate keys.

c. Keys issued are the responsibility of the individual to whom the key is issued. SCPD employees must not loan keys to unauthorized persons.

d. Keys must not be left unattended. Any key found in the possession of an unauthorized person will be confiscated immediately.

e. SCPD employees who lose keys must notify their supervisor immediately. Persons who lose keys may be required to pay the replacement cost of the key and may also face disciplinary action.

f. Personal locks are prohibited on all doors and will be removed if found.

g. Upon termination or resignation, keys must be turned into the SCPD's employee's team manager or to the key coordinator.

9. Because SCPD parks and recreation centers are widely dispersed, the Park Operations Manager recruits Park Watch volunteers who frequent certain parks and recreation centers. The volunteers are encouraged to report suspicious or illegal activity and/or unsafe conditions to the Parks Operations Manager or his designee. If required, the Park Watch volunteers are asked to call 911 for response by law enforcement personnel. Park Watch volunteers are discouraged from intervening to stop suspicious or illegal activity.

**SCPD Employee Responsibilities for Safety and Risk Management**

**Responsibility for Public Education on Ordinances and Regulations**

1. The SCPD will take steps to educate park customers on laws and regulations pertaining the SCPD facilities and operations. These steps include, but are not limited to:
   a. Chapter 58 of the Spartanburg County Code will be posted on the SCPD website.
   b. Summaries of ordinances and regulations pertaining to the use of SCPD facilities will be prominently posted on signage throughout parks and recreation facilities.
   c. Signage also will list phone numbers to call for reports of illegal activity or unsafe conditions.

2. Department regulations and procedures will be explained in contracts signed with tournament organizers and permits granted to persons who utilize SCPD facilities, such as persons renting facilities and volunteer athletic associations who utilize parks for sports league play.

**Promoting Citizen Reports of Safety and Risk Management Problems**
1. Citizens who report safety issues in SCPD parks and recreation facilities are an important part of promoting safety and managing risks. SCPD will facilitate citizen reporting by:
   a. Providing a problem reporting link on the SCPD website
   b. Establishing a problem report line voice mail box to which citizens can report safety problems, 24 hours per day
   c. Publicizing the reporting link and report line via the website, signage and on forms/publications

2. The problem reporting link and problem report line will be coordinated by the Park Maintenance Manager, who will receive, inspect and document the reported problems.

3. If the Park Maintenance Manager deems the report to be accurate, then the Park Maintenance Manager will prioritize the problem and assign repairs to the appropriate maintenance shop to document the problem and the repair.

4. The Park Maintenance Manager also will contact all persons who leave their email address and/or phone number to advise them that the problem has been investigated and if/when the problem will be resolved.

**SCPD Employee Responsibilities for Safety and Risk Management**

1. Risk management, safety awareness and emergency response ability are fundamental parts of the job of every SCPD employee. Typical causes associated with accidents and injuries include:
   a. Rushing to meet a schedule
   b. Fatigue
   c. Lack of attention
   d. Lack of supervision
   e. Lack of intervention when an unsafe condition or action is perceived
   f. Lack of communication
   g. Traveling in a vehicle; distracted driving
   h. Traveling in wet areas or through moving water
   i. Poor judgment
   j. Improper lifting techniques
   k. Unrealistic planning
   l. Unrealistic expectations of oneself, other employees or customers
m. Use of equipment that is inappropriate for the task or using equipment of poor
design or condition

n. Inadequate employee training

o. Improper preparation of participants appropriate to their levels of thinking,
judgment or coordination

2. While on duty, SCPD employees must be alert to potential hazards from equipment,
activities and human behavior, and must respond quickly to problems whenever they may
arise. Each employee plays a key role in protecting the safety of the departments’ patrons,
staff, and facilities. Every employee of the SCPD is responsible for helping promote
safety and management of risks by:

a. Participating in safety training and applying the lessons learned

b. Abiding by safety regulations, procedures and checklists

c. Inspecting vehicles and equipment for safety and operations problems

d. Practicing defensive driving

e. Contributing ideas to promote public safety and workplace safety

f. Asking questions of their supervisor if he or she do not understand how to safely
perform an assigned task

g. Reporting unsafe conditions and unsafe acts by others

h. Preventing or causing the cessation of unsafe acts of others, including minor
citizens

i. Providing accurate and timely reports of incidents, accidents and injuries that can
be analyzed to continuously improve safety

j. Maintaining the certifications required by the individual’s job and/or informing
the team manager if the certification will soon lapse, so that recertification actions
may occur. Coordinators of parks and facilities are expected to perform daily
informal inspections whenever the park or facility is being used for an activity
that is sponsored or facilitated by SCPD.

k. If possible, correcting problems noticed immediately. If it is not possible to
correct the problem immediately, employees must take temporary action to
protect the public (such as preventing access to an unsafe area) and the person
who discovers the problem will refer it, via phone call and email, to the
appropriate team for documentation and later corrective action.

l. Work crew supervisors and Recreation Coordinators have a heightened
responsibility for safety and risk management. Routine facility and equipment
inspections, as well as pre-operational reviews of plans and safety procedures,
provide an opportunity to emphasize the importance of safety and risk avoidance. Before beginning operations or at the start of an event or program, crew supervisors and Recreation Coordinators should discuss work plans, including hazard assessment of job tasks to be performed, potential site hazards and other information for that day, including the location of service providers in the area.

3. SCPD employees will follow the opening and closing procedures as listed below (additional procedures may apply):
   a. Opening a Facility
      1. Unlock park gates (if applicable)
      2. Turn off security system (if applicable)
      3. Unlock doors
      4. Turn lights on (only use lights when/where needed to conserve power)
      5. Adjust heat/air conditioning as needed
      6. Check messages and return
      7. Check restrooms (toilet paper, paper towels, soap, etc.)
      8. Check all trash receptacles
      9. Inspect facility for problems or damages
     10. Check rental and program schedule
   b. Closing a Facility
      1. Check restrooms (toilet paper, paper towels, soap)
      2. Check and remove trash as needed
      3. Inspect facility for problems or damages
      4. Adjust heat/air conditioning as needed
      5. Set surveillance cameras (if applicable)
      6. Turn off all lights
      7. Turn on security system (if applicable)
      8. Check and lock all doors
SAFETY, RISK MANAGEMENT AND PUBLIC RELATIONS

1. Recreational activities, particularly competitive sports, sometimes result in inappropriate behavior on the part of participants and spectators. The Parks Operations Manager will arrange for employee in-service training in topics such as techniques for handling disruptive behavior, crowd control, emergency response and handling evidentiary items.

2. Whenever practical or appropriate, SCPD employees will educate the public on laws and regulations when employees observe violations. SCPD employees do not have the power to arrest or issue a summons for violations. SCPD employees may request that a violator cease the illegal behavior and may request that the violator depart from a parks and recreation facility. If the violator does not cease the illegal behavior and/or refuses to leave a facility, employees should notify the law enforcement agency with jurisdiction over the park or recreation facility.

3. When handling evidentiary items, the Spartanburg County Sheriff’s Office is the primary responding agency. SCPD employees are to protect evidence, without altering its original state, until a Sheriff’s Deputy arrives.

4. In dealing with disruptive behavior, the following strategies will be employed by SCPD personnel.
   a. Calmly approach the customer while observing personal distances in order to appear non-confrontational.
   b. Greet the customer and advise of regulations in a flat, calm tone of voice without making accusations.
   c. Inform customer of safety reasons for SCPD regulations and ask that the patron stop the behavior.
   d. If needed and if possible, assist patrons with their needs in order to gain compliance through a customer service approach.
   e. If unleashed dogs are involved, make no sudden moves or use a loud voice as this may cause the dog to react with an unwanted behavior.
   f. Once compliance to regulations is gained, thank the patron for his or her cooperation and understanding.
   g. If the disruptive behavior continues, then the law enforcement agency having authority should be called to handle and resolve the behavior. SCPD personnel must be cognizant of customer behaviors and determine safety risks for customers and staff which may require notification of law enforcement personnel immediately, without making an attempt to approach the disruptive person.
   h. SCPD personnel will document all incidents involving criminal activity or disruptive behavior and forward the report to the Park Operations Manager or Recreation Manager, and copy the Assistant Parks and Recreation Director as appropriate.