

**CITY OF ROGERSVILLE**

**PARKS AND RECREATION**

**POLICIES AND PROCEDURES**



**MISSION STATEMENT**

The City of Rogersville’s Parks and Recreation Department is dedicated to providing exceptional parks, events, programs, and public service. In doing so, we aid in the well-being and growth of our city. We provide places and services that will help people become their best selves through connection and community.

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**ADMINISTRATIVE STAFF ORGANIZATIONAL CHART**

**STAFF DIRECTORY**

**Department phone numbers:** 417-988-0810 (cell), 417-753-2884 ext. 311 (office)

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**GENERAL POLICIES AND PROCEDURES**

The following policies and procedures should be followed and enforced by everyone who is affiliated or using the park for recreational benefit. The purpose of these policies and procedures is to ensure that all who use The City of Rogersville’s Parks and Recreation facilities and amenities can do so in an environment where safety is the top priority.

*User Agreement*

Users of The City of Rogersville’s Parks and Recreation facilities and amenities agree to follow and abide by all policies and procedures in this manual. Users also agree to abide by any guidelines given to them by staff to ensure their safety. All those using the park entities will be asked to leave if these policies are not abided by. If there is refusal to leave, 911 will be contacted and will escort those not abiding by policies out of park property.

*Alcohol*

* All park related entities are alcohol free. Any usage, selling or distribution of alcohol or appearance of intoxication will not be tolerated.

*Animals*

* Pets on a leash are allowed in parks.
* In compliance with the Americans with Disabilities Act of 1990, service animals are allowed in all park affiliated entities. Service animals must abide by ADA Service Dog Laws (2020).

*Discrimination*

* Discrimination of any sort will not be tolerated by anyone on park property or through park entities. Discrimination against one for their race, color, religion, ethnicity, sexual orientation, gender orientation, disabilities, citizenship status, marital status, national origin, or any other characteristic protected by United States of America law.

*Drugs & Illegal Substances*

* All park related entities are alcohol free. Any usage, selling or distribution of alcohol or appearance of intoxication will not be tolerated.

*Exchange of Goods and Services*

* Exchange of goods and services is prohibited on all park property and through all park entities unless given permission.

 *Inclusion*

* Park users will not be discriminated against for any characteristic protected by law. All staff, supervisors, and park users will follow ADA compliance in their programming and daily work. Users must let park staff know if there is a specific need they require.

*Threat of Harm & Assault*

* Acts or intentions of threat of harm and/or assault will not be tolerated in all park related entities. This can include but is not limited to threat of harm and/or assault through, verbal, physical and cyber modes.

*Tobacco and Smoking*

* All park related entities are tobacco and smoke free. Any usage, selling or distribution of tobacco or smoking of the entities within the park board will be operated with these policies in mind.

*Trespassing*

* Trespassing into park property after closing hours is prohibited. Trespassing also includes but is not limited to:
* Continuing to come onto park property after being asked to leave.
* Coming onto park property while having a warrant out for your arrest
* Coming on to park property and infringing on the United State of America constitutional rights of others

*Risk of Injury*

* The City of Rogersville is not responsible for any injury that happens on city property due to negligence. Participants will be informed of risk and will sign waivers and releases to signify their understanding of risk of injury.
* If someone is injured or in a medical emergency, staff will call 911 and perform CPR/AED/First Aid if appropriate. Staff will inform a supervisor of said emergency.

*User Conduct*

* All using park property or any affiliating through parks must conduct themselves in a peaceful, well-behaved manner. Examples of unacceptable behavior include, but are not limited to:
* Disturbingly loud, crude, insensitive speech and/or language
* Destructiveness to parks or others
* Littering
* Harassment
* Threat of harm and/or assault

*Weapons*

* All park related entities are weapon free. Weapons include anything specifically designed to cause serious or fatal injury to someone else. Weapons in this policy include, but are not limited to guns, knives, and bombs. Any usage, carrying, selling or distribution of weapons will not be tolerated.

*Vandalism*

* All acts of vandalism on park property or within park entities is prohibited. Acts of vandalism include but are not limited to:
* Graffiti
* Destruction of park property
* Theft of park property

*Hours of Operation*

All city parks will be open from dawn until dusk.

*Bathrooms*

Bathrooms will be open from dawn until dusk, staff permitting.

**EMERGENCY POLICIES AND PROCEDURES**

*Active Shooter*

* In the event of an active shooter, staff will contact 911 in any means possible, and all users of park property and entities should evacuate immediately. If evacuation is not possible, hide in a place where it would be difficult to be found. If hiding is not possible, and acts as a last resort, act against the active shooter.

*Bomb Threat*

* In the event of a bomb threat, staff will contact 911 in any means possible while asking who is threatening a series of questions approved by the park administration. All users of the park should evacuate accordingly.

*Earthquake*

* In the event of an earthquake, all users of the park should hide under something solid for shelter against falling objects and stay low. After the fact, if there is any damage or injury, staff will call 911.

*Evacuation*

* Evacuation protocols and routes will be determined by each facility on park property. Signage will be posted in each facility and staff will provide information to all users of the park.

*Fire*

* In the event of a fire, Staff will call 911 and all users of the park must evacuate the premises in an orderly and calm fashion. All users of the park should leave behind their personal belongings and find the nearest exit to evacuate to safety.

*Medical*

* In the event of a medical emergency, such as a drug overdose or injury, staff will call 911 and perform CPR/AED/First Aid if needed. Staff will inform a supervisor of said emergency.
* Staff and park users are not permitted to interact with any bodily fluids or dangerous substances unless explicitly certified to do so. Staff and park users must wait for certified personnel to get to the scene.

*Missing Person*

* In the event of a missing person, staff will announce the PA system in the facility and call 911. Staff will take part in looking for missing persons without leaving the premises or endangering their own health and safety.

*Tornado*

* In the event of a tornado, staff will make an announcement of a tornado warning issued by the National Weather Service in the county they are in. All staff and users of the park are to seek shelter in the designated storm shelter of the facility or area they are in. Park users can leave the facility if they choose. Staff will call 911 if there are any injuries or damage.

**SPORTS**

*Registration*

Sport registrations are available in two options:

* Paper copies that can be turned into City Hall
* Online on our website

*Deadlines*

Sport registrations adhere to a deadline set by the department. Paper copies are accepted at 4:30pm on the day of the deadline while online registrations are accepted until 11:59pm on the day of the deadline.

We set deadlines to ensure efficiency and quality of our programs.

Registrations must be paid in **FULL** by the deadline.

*Need for Volunteers/Coaches*

If someone has an interest in coaching and there is a need for coaching, late registrations may be accepted. Only one coach and one player are allowed to sign up per team.

*Waivers*

A waiver must be signed by registrants or by guardians of registrants under eighteen for each sport.

*Refunds*

The following is the policy for refunds for sport programs:

* 100% refund for participants and coaches 1 week after the deadline has passed.
* Fifty percent refund for participants and coaches up until 2 weeks after games have started.
* No refund 2 weeks after games have started.

Refunds will be looked at on a case-by-case basis for emergencies.

*Photos*

Coaches will find photographers for their own teams at this time (2023). There is no contracted photography business with the parks department currently (2023).

*Medals*

Medals are given out to each player at the end of each season with the sport they correspond to. This applies to youth sports. Every player gets a medal.

*Uniforms*

All players and coaches are required to wear t-shirt administered by the Rogersville Parks and Recreation department.

*Team Discounts*

There are no team discounts currently.

*Waitlist*

All members of the community can join the waitlist for any sport if they have missed the deadline.

* Those selected from waitlist are typically selected by a “first come, first serve” basis, but will ultimately be chosen based on league need.
* Those on the waitlist will not have to pay unless they are selected to join the league.
* Those joining the waitlist can email any full-time park staff or fill out the Google Form with the necessary information.

**INCLEMENT WEATHER (SPORTS)**

Soccer is an outdoor sport; we play in the rain, we play in the cold, and sometimes we play in the snow. Still, the safety of players and coaches is a prime concern. Visible lightning or audible thunder – at the soccer fields or during soccer play will automatically result in the cancellation of all games being played at that time. Subsequent games to be played later that day will be cancelled separately if weather conditions continue.

Due to rapidly changing weather conditions and in keeping with the City of Rogersville’s desire to minimize the total number of weather cancellations, advance notice of weather cancellations may not always be possible. It is recommended parents and children always show up to the field unless they have received notification from their coach, team manager or other City staff official.

*Criteria for Cancellation*

1. **Due to field conditions or safety concerns:** Either the City or Board of Alderman may declare the soccer fields “unplayable.” Most often this is due to the fields being excessively wet, however, it could also be due to extreme dryness, ice buildup or snow accumulation. Playing on fields which are excessively wet or dry can damage or kill the grass and potentially require fields to be left unused for several months of recovery. Smaller accumulations of slush or snow would not be a concern and soccer would not be cancelled; however, larger amounts of ice, slush or snow would create a concern and necessitates a soccer cancellation.
2. **Due to Weather:** As an outdoor sport soccer is played in less-than-ideal conditions including falling drizzle, rain, sleet, and snow. However, the presence of visible lightning or audible thunder – at the soccer fields and at the time of play (with or without falling rain) creates a safety concern and necessitates a soccer cancellation. Severe weather can move through Missouri very quickly, therefore, advance notice of weather cancellations may or may not be possible.
3. **Due to Heat:** Heat will be monitored according to the National Weather Service and local weather resources. If the area is under a heat advisory, we will not have games. Practices are at one’s own discretion.

*Cancellation Procedures*

1. **Due to field conditions or safety concerns:**

If the City decides to declare fields “unplayable” this decision will be made by 3:00 on weeknights and by 3:00 on Friday for Saturday & Sunday sessions. Check the City of Rogersville’s website for Field Conditions status on the Parks page.

1. **Due to Weather:**

**“Advance” cancellations:** If the City of Rogersville’s Director of Parks and Recreation can declare a weather cancellation in advance, this determination will be made no later than one hour before the scheduled start time. Information will be posted on the website as well.

**Coaches and Team managers are not allowed to declare “advance” weather cancellations.**

The procedure for notifying City members is as follows:

1. The Director of Parks and Recreation will call the impacted Referees.
2. The Director of Parks and Recreation will email the coaches with cancellation information for their division.
3. If a parent, coach, or manager has not received a cancellation notice, players and coaches are expected to show up at the fields where they will learn if games for their division have been cancelled.

“On-Field” cancellations: If a weather cancellation is not made more than one hour before scheduled soccer start time an on-field cancellation may be needed due to changing weather conditions. If changing weather conditions raise hope that the visible lightning or audible thunder conditions will pass before scheduled start time the ‘on-field” cancellation declaration will be delayed until start time. On-field cancellations can be declared by the Director of Parks and Recreation, Referees, or the City Administrator. If coaches, parents, or players believe an on-field cancellation is necessitated, they should raise their concerns with the Director of Parks and Recreation, or a Referee. If an “on-field” cancellation is declared, it will immediately apply to all teams on all fields in that division.

1. The Director of Parks and Recreation, Referees, or the City Administrator will notify coaches. It is the coach’s responsibility to share the information with the parents on their team.
2. The Director of Parks and Recreation and Referees will notify all teams in each division. All parents and players should be encouraged to leave the fields as quickly as possible, or they assume personal responsibility for any issues. Since weather conditions change rapidly, any weather cancellations on a Saturday do not apply for divisions with start times later in the day and coaches/players in later start time divisions should assume they are playing until notified that their division has been cancelled.

*Rescheduled Games*

If a scheduled Refereed game is cancelled prior to starting. The City will try to reschedule that game with a Referee if there remain ns a practice or week that a particular division has scheduled. This is not always possible, but efforts will be made to try and make it happen.

In addition, a team sometimes misses a game because they have conflict with play on a particular evening. To reschedule, the two coaches should agree on a day and time and confirm with the Director of Parks and Recreation if and where a field is available. If this is a make-up of a Refereed game, the Referees will have to be included in this request.

**Games will NOT be rescheduled if a team forfeits.**

**PROGRAMS (ACTIVITES/CLUBS/CAMPS/CLASSES)**

*Registration*

Activity/club/camp/class registrations are available in two options:

* Paper copies that can be turned into City Hall
* Online on our website

*Deadlines*

Activity/club/camp/class registrations adhere to a deadline set by the department. Paper copies are accepted at 4:30pm on the day of the deadline while online registrations are accepted until 11:59pm on the day of the deadline.

We set deadlines to ensure efficiency and quality of our programs.

Registrations must be paid in **FULL** by the deadline.

*Waivers*

A waiver must be signed by registrants or by guardians of registrants under eighteen for each activity, club, camp, class.

*Cancellation/Reschedule*

It is up to the discretion of the instructor of the activity/club/camp/class if it will be cancelled or rescheduled.

*Outside Instructors*

All outside instructors must fill out and pass a background check administered by the City.

**VOLUNTEERS**

*General*

* Park volunteers must contact the Park Director to get started.
* Park volunteers must be 18 years old or older.
	+ Anyone under the age of eighteen can volunteer if accompanying someone who is 18 years old.
* All volunteers must fill out and pass a background check administered by the City.
* Volunteers will be given nametags when working.
* Volunteers will NOT purchase anything for the City and be reimbursed. They can, however, donate items/time.

**PAYMENTS**

*Forms of Payments Accepted*

* Cash
* Card (via Square or City Hall POS)
* Checks

*Fees*

Additional fees along with program cost may be implemented. This is determined by payment system used (City Hall POS)

*Handling/Recording/Usage of Funds*

All handling, recording, and usage of park funds will be approved by the Park Director. The department has a right to change payment structures at any time.

**COMMUNICATIONS**

* All inquiries to the park office, whether it be through social media, email, or phone, will be answered in 1-3 business days.
* Failure to leave a voicemail, contact information, and/or a brief message on what the individual needs may result in an inquiry being answered.