

## **SENIOR CENTER VOLUNTEER HANDBOOK**

### **REGULAR OPERATING HOURS**

- Monday – Friday, 8:00 am – 3:00 pm

### **CONTACT INFORMATION**

- Robin Cogger, York Parks and Recreation Director • (207) 363-1040
- Janis Marshall-Colby, Program Coordinator • Home (207) 686-3085 • Cell: (207) 251-9574
- Brenda Bracy, Facility Coordinator • Home: (207)361-2023 • Cell: (207) 475-2800
- Nancy Garfield, Chef
- Robert Ford, Kitchen Utility Worker
- Sydney Wakefield, Custodian

### **KEY PROGRAMS & SERVICES**

- Adult Education
- Recreation
- Lunch Program
- Health and well-being
- Social Activities
- Information and Assistance
- Day Trips
- Overnight Trips
- Limited Transportation

Mission: to enhance the lives of older adults through education, recreation, nutrition, and social activities in a welcoming community setting.

### **ELIGIBILITY**

All adults who are 50 years and older are eligible for membership. Those members who are not residents or taxpayers in the Town of York pay added dues.

Dear Volunteer,

Thank you for your interest in volunteering with the York Senior Center!

This Volunteer Handbook is designed to acquaint you with the York Senior Center, our policies, and to answer commonly asked questions. As we recognize the need to make changes, we will modify the policies, practices and other information in this handbook. When changes occur, you will be notified and your handbook will be updated.

We view each volunteer as a valuable asset and consider you a “teammate” who shares our standards of excellence in serving the members, citizens, and visitors of York Senior Center. We are committed to providing you with a quality volunteer experience, offering professional training and support, and a variety of opportunities to serve others.

York Senior Center provides a variety of enriching volunteer opportunities that require your time, skill, interest, and experience. Volunteers have been a key to our success in serving seniors for many years. We welcome your volunteer spirit and are delighted that you have chosen to become a part of our team.

Sincerely,

Brenda Bracy  
Facility Coordinator  
York Senior Center

Janis Marshall-Colby  
Program Coordinator  
York Senior Center

## **MISSION**

The York Senior Center provides effective services and leads collaborative efforts to ensure seniors remain independent with the most enriching quality of life. The York Senior Center is a place where older adults gather for services and activities that enhance their dignity, support their independence and encourages involvement within the Senior Center and our community.

## **HISTORY**

The York Senior Center, Inc. was formed in 1979 as an independent 501(c)3 non-profit organization for senior programs. Over the years, nutrition and socialization programs continued to grow and many new programs have been added. Today the York Senior Center operates under the York Parks and Recreation Department and its Director.

The senior center is a trusted resource center where seniors, their families and caregivers can find information and assistance in accessing those agencies. The York Senior Center provides enriching volunteer opportunities. Our focus is on older adults, our role as a source for information about programs and services for participants, family members and friends, and our connection with other agencies who also serve seniors in our community.

## **VOLUNTEER'S RIGHTS**

The Volunteer Bill of Rights will guide you in your service as a volunteer. It is your obligation to ensure that your rights are respected and to bring it to the attention of your program supervisor or Senior Center staff member if they are not.

It is your right:

- To be assigned a task that is worthwhile and challenging, having real purpose and contributing to the organization's mission.
- To receive a suitable assignment with consideration for personal preference, temperament and life experiences.
- To receive the orientation, training and supervision needed to do the job.
- To be treated with respect and as an equal partner within the organization.
- To be trusted with confidential information necessary to carry out your assignment.
- To be kept informed about relevant matters within the organization.
- To ask any questions that will clarify a task or assignment.
- To be heard and to give the organization input or relevant feedback

## **VOLUNTEER'S RESPONSIBILITIES**

In addition to the rights that you have as a volunteer for the York Senior Center, you have responsibilities as well. Recognizing and fulfilling these responsibilities enhances your volunteer experience.

It is your responsibility:

- Not to take on more responsibility than you can handle.
- To arrange for a substitute volunteer in your absence.
- To meet the time commitment that you have agreed to, be prompt and reliable when reporting for your scheduled service.

- To notify the organization in advance of absences or schedule changes that may affect them.
- To perform the tasks assigned to you to the best of your ability.
- To provide input and constructive feedback to your program supervisor, thus increasing the effectiveness of the program.
- To accept constructive feedback from your supervisor.
- To follow organizational policies and procedures.
- To be open-minded and respectful toward opinions shared with you.
- To be able to work with a diverse population, respecting cultural differences.
- To respect the confidentiality of everyone you serve.
- To carry out your assignments in good spirit and seek the assistance of your supervisor in any situations that require special guidance.
- To accept the right of the York Senior Center to dismiss a volunteer for poor performance, including poor attendance.
- To give written or verbal notice if you are unable to continue in your volunteer position.
- To be a positive advocate for the York Senior Center and its staff.

#### **ADVISORY BOARD**

The York Senior Center has an Advisory Board consisting of five (5) members and two (2) Alternate Members appointed by the Board of Selectmen for the Town of York.

#### **PROGRAMS AND SERVICES**

York Senior Center offers a wide variety of volunteer opportunities through its programs and services, including receptionist duties, assisting in our dining room and kitchen, help with our monthly newsletter, indoor and outdoor plant care, set-up and breakdown for programs and large meals, foot care appointment reminders as well as teaching crafts and classes.

#### **POLICIES AND PROCEDURES**

Policies and procedures for volunteers who serve in York Senior Center programs and services are described on the following pages of this Volunteer Handbook.

#### **YORK SENIOR CENTER ENROLLMENT**

Volunteers are encouraged to enroll as members of York Senior Center.

#### **VOLUNTEER SELECTION**

Individuals are enrolled as volunteers in the York Senior Center on the basis of their skill, experience, interest and availability. York Senior Center cannot guarantee immediate volunteer placement. York Senior Center reserves the right to reassign or terminate a volunteer from service at its discretion. Such decisions will only be made on a reasonable and non-discriminatory basis.

#### **SUPERVISION**

Each volunteer is assigned to a supervisor. This person will provide you with program specific information and training. Your supervisor has the ultimate responsibility for your well-being as a

non-paid staff member of our agency. We encourage you to share any questions, suggestions, or concerns that you may have.

### **PRIVACY OF PERSONAL INFORMATION**

York Senior Center holds volunteer personal information in strict confidence and takes every possible measure to insure that it is not compromised in any way. Personal information is used only to provide volunteers with the placements in which they have expressed an interest. Authorized staff has access to personal information only as needed to perform their job assignments. York Senior Center does not sell, trade, or distribute volunteer information to other organizations or individuals or use it to compile mailing lists for other entities.

### **WHISTLEBLOWER PROTECTION**

In keeping with our commitment to maintain the highest standards of conduct and ethics, volunteers are encouraged to come forward with credible information regarding illegal, unethical, or fraudulent use or misuse of its resources. Individuals who report concerns in good faith will be protected from retaliation, harassment, or adverse consequences in their volunteer service. (See the Town of York's Freedom from Harassment Policy attached.)

### **ABUSE AND NEGLECT OF PARTICIPANTS**

York Senior Center is responsible for the immediate reporting of any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation of individuals they serve, as defined by the laws of the State of Maine. It is the responsibility of volunteers of York Senior Center to follow the same guidelines and report any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation as defined by the laws of the State of Maine. It is the volunteer's responsibility to make a report under this policy to the Program Coordinator or Facility Coordinator, or Parks and Recreation Director who will determine the appropriate next step under the mandatory reporting guidelines. Supervisors can help make certain that the appropriate steps are taken to guard any individual that a volunteer feels is in danger of abuse or neglect.

### **CONDUCT**

Volunteers represent York Senior Center to the public and its success depends on the community's trust and confidence in its practices. As such, volunteers are expected to maintain high ethical standards and professionalism, treat participants, staff, volunteers, and visitors with integrity, honesty, and respect, and conduct themselves in an appropriate manner in their service role. Volunteers shall never subject participants, staff, other volunteers, or visitors to bodily or verbal abuse or neglect or any form of mistreatment. Any illegal, dishonest, unethical, or inappropriate behavior or profane language will result in immediate dismissal of the volunteer.

### **NON-DISCRIMINATION**

Volunteers will not discriminate against or refuse service to anyone on the basis of age, race, color, religion, creed, political ideas, sex, marital status, sexual orientation, physical or mental disability, national origin, or any other protected class. Volunteers will respect the rights and

opinions of York Senior Center members and participants treating them with fairness, courtesy and good faith.

## **HARASSMENT**

York Senior Center expects volunteers to develop and maintain business-like relationships free of bias, prejudice, and harassment. In keeping with this commitment, York Senior Center observes and obeys the Town of York's Freedom from Harassment Policy attached.

## **SEXUAL HARASSMENT**

York Senior Center strives to maintain a quality environment free from intimidation, insult, and unlawful sexual harassment. We expect everyone to conduct themselves with dignity and with respect for each other. Examples of harassment that are prohibited may include, but are not limited to: Forcing an individual to submit to unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Making submission to or rejection of such conduct the basis for volunteer decisions affecting any person.

Creating an intimidating, hostile, or offensive environment for participants, employees, volunteers, or others.

Retaliation for having reported or threatened to report harassment.

Volunteers with questions or concerns about any type of harassment in the workplace are encouraged to bring these issues to the attention of their supervisor.

## **ATTENDANCE AND ABSENTEEISM**

Every volunteer's role is important and staff members who count on volunteers to accomplish their work depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Each supervisor will provide you with a listing of volunteers to contact to cover your position in your absence. Please contact a substitute to perform in your absence and alert your supervisor of any absences and substitutions as far in advance as possible. If absenteeism becomes excessive, your volunteer relationship with York Senior Center will be reevaluated.

## **TARDINESS**

Please make every attempt to notify your supervisor if you are unable to report at the time specified.

## **RESIGNATION**

If you wish to resign your position as a volunteer with York Senior Center, you may do so at any time by notifying your supervisor. We request that volunteers provide at least two weeks' notice.

## **DISMISSAL**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to resolve the situation will be made including a meeting with the volunteer and their supervisor. If the decision to dismiss the volunteer is made, a written letter documenting the reason for dismissal will be given to the volunteer. Every volunteer has the right to appeal the decision to dismiss through the appropriate grievance policy procedure.

A volunteer may be asked to leave immediately if he or she engaged in any illegal, dishonest, or unethical conduct, is unreliable, irresponsible, or disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of York Senior Center.

### **GRIEVANCE PROCEDURES**

York Senior Center has an open door policy. We encourage you to communicate problems, questions or concerns that you have about your volunteer experience. Our Grievance Procedures provide you with the opportunity to review any problem, dispute, or misunderstanding that arises during the course of your volunteering or to appeal your dismissal from service as a York Senior Center volunteer.

If an issue arises, it can usually be resolved by following these steps:

**Step 1.** When a volunteer wishes to address an action they believe to be wrongful, the issue should first be discussed with the volunteer supervisor. He or she is often in a position to handle the issue satisfactorily.

**Step 2.** If the issue relates directly to the volunteer supervisor or the issue was not able to be resolved with input from the volunteer supervisor, the volunteer must submit the issue in writing to the attention of the York Parks and Recreation Director and to the volunteer supervisor.

**Step 3.** The York Parks and Recreation Director will respond in writing on behalf of the York Senior Center to the volunteer who submitted the grievance within 3 weeks. The document will state either agreement or disagreement of the grievance and will include what action will be taken.

### **VOLUNTEER TIME SHEETS**

Volunteers are required to deliver a York Senior Center timesheet to their supervisor monthly to record their service contributions. After being completed, timesheets are returned to the York Senior Center office. The total number of hours served is calculated annually from May 1<sup>st</sup> until April 30<sup>th</sup> for volunteer recognition and grant writing purposes.

### **VOLUNTEER RECOGNITION LUNCHEON**

A luncheon to recognize volunteers is held in May each year. Volunteers complete sheets detailing dates, times, and hours worked. Those who have contributed a minimum of 40 hours of volunteer work are given a formal invitation to attend the complimentary volunteer luncheon.

### **CONTACT INFORMATION**

Robin Cogger, York Parks and Recreation Director

Janis Marshall-Colby, Program Coordinator  
Brenda Bracy, Facility Coordinator  
Nancy, Garfield, Chef  
Robert Ford, Kitchen Utility  
Sydney Wakefield, Custodian  
MAILING ADDRESS: 36 Main Street, York, ME 03909  
PHYSICAL LOCATION: 36 Main Street, York Beach, ME 03910  
Phone Number: (207) 363-1036

If you have any questions or need any clarification of the information contained in this Handbook please contact your supervisor or York Senior Center Program Coordinator or Facility Coordinator.

### **NEWSLETTER AND EVENTS**

*The Scoop*: Monthly  
Volunteer Recognition Event: May  
Membership: July 1<sup>st</sup> – June 30<sup>th</sup> annually

### **HOLIDAYS**

Our office is closed in recognition of these holidays:

New Year's Day, January 1  
Martin Luther King Day, 3rd Monday in January  
Presidents' Day, 3rd Monday in February  
Patriot's Day, 3rd Monday in April  
Memorial Day, last Monday in May  
Independence Day, July 4th  
Labor Day, 1st Monday in September  
Thanksgiving Day, 4th Thursday in November  
Day after Thanksgiving, 4th Friday in November  
Christmas Day, December 25

Holidays that fall on a weekend are observed on either the next or previous weekday. Please check with the office for specific closure information.

***Thank you for volunteering with York Senior Center and making our community stronger!***

### **INCLEMENT WEATHER & WINTER WEATHER CANCELLATIONS**

In the event of inclement weather, the York Senior Center will plan to follow the same schedule as the York School Department. If York schools are closed, the Senior Center will also be closed. If the Schools post a delay, the Senior Center will post the same delay. We will post Senior Center Cancellations on TV channels 6(WCSH), 8(WMTW), & 13(WGME) the closings will also be available on each station's websites as well as our website [www.yorkparksandrec.org](http://www.yorkparksandrec.org) and on our Facebook page. We will also send text message alerts to our members to notify them of the closure or delay whenever possible.

### **EMERGENCY PLAN**

It is the policy of this department to take every possible action to comply with all emergency regulations and protect employees in emergency situations.

The complete Emergency Action Plan is attached to this manual. This book details procedures to be used in emergencies.

## **VOLUNTEER DUTIES AND DESCRIPTIONS**

### **DESK VOLUNTEERS**

#### **Schedule:**

Commitment of one set day each week or willingness to cover another volunteer's absence.

8:00 AM until Noon / Noon until 3:00

#### **Duties:**

1. Greet seniors and visitors when they come into the center and give them directions or guidance as needed.
2. Answer the telephone, document number of incoming calls, and filter calls to appropriate staff members, register seniors and guests for lunch or other services in the binders at the desk.
3. Answer the phone with the greeting, "Good morning/afternoon, York Senior Center, \_\_\_\_\_ speaking. How may I help you?"
4. When accepting registrations for lunches be certain to ask the following:
  - Will this meal be for in-house or to go?
  - Would you like a choice of \_\_\_\_ or \_\_\_\_ (as needed)
  - Would you like a sugar free dessert?
  - After gathering the information, take a moment to repeat it back to them EX: "Ok. I have Mary and Bob Jones down for lunch today, eating in with one sugar free dessert. And then for tomorrow, you registered Bob to eat in and Mary's meal is to go with a sugar free dessert". This gives you an opportunity to rectify any mistakes or misunderstandings.
  - Always ask if someone would also like to register for the following day or even the rest of the week. Be sure to mention popular meals that are coming up. It is very helpful for the dining staff to have as much information ahead of time as possible.
5. Take a moment to record the person's first and last name for all registrations. If you are unsure of how to spell their name, ask them to spell it for you so you can record it correctly.
6. Answer simple questions if you are sure of the answer or direct the question to one of the staff.
7. If a visitor or member is asking for a specific staff person, notify the staff person.
8. Handle lunch registrations and kitchen sales providing receipt and appropriate change.
9. Help with making telephone calls or other office work on an as-needed basis.
10. Contact one of the other front desk volunteers to fill your vacancy when you are unable to work.
11. Desk volunteers receive \$1.00 off their lunch when working.

#### **Qualifications:**

1. Friendly and welcoming.
2. Good telephone skills.
3. Ability to work with people.

4. Professional demeanor.
5. Knowledge of basic math for sales and making change.
6. Attention to detail.
7. Upbeat, positive attitude.

### **ORGANIZING/LIBRARY**

#### **Schedule:**

Varies

#### **Duties:**

With the supervising staff member, help keep the center shipshape. More than one volunteer can do each of these duties:

1. Sort through and place donations in the proper place.
2. Clean out and organize bookshelves.
3. Empty the return and donation bins regularly.
4. Keeping library up to date.

#### **Qualifications:**

1. Good organizational skills and knowledge of how to stock a library.
2. Attention to detail.

### **ORGANIZING/MAGAZINES**

#### **Schedule:**

Varies

#### **Duties:**

Help keep the magazine rack current. Sort through and place donations in the proper place.

1. Clean out old magazines and organize racks.
2. Make certain any address labels on magazines are removed prior to displaying them.
3. Keeping magazines up to date.
4. Sort through donations regularly.

#### **Qualifications:**

3. Good organizational skills and knowledge of how to stock a library.
4. Attention to detail.

### **FOOT CARE REMINDER**

#### **Schedule:**

About one hour every Tuesday (*Occasional make-up dates may require an added day of calls*)

#### **Duties:**

1. Get a copy of the Foot Care calendar from the office staff, checking to see if any changes or cancellations have been made.
2. The foot care book will have regularly scheduled appointments completed for each designated time slot.
3. Call each person scheduled for appointment to confirm and remind them of their upcoming appointment.
4. If leaving a message, ask each person to be sure to contact York Senior Center if they are unable to make it, or if they have to cancel for some reason.

5. If any changes need to be made following the phone reminders, be sure to communicate any changes with the office staff.

**Qualifications:**

1. Friendly and welcoming.
2. Good telephone skills.
3. Ability to work with people.
4. Professional demeanor.
5. Attention to detail.
6. Upbeat, positive attitude.

**NEWSLETTER MAILING PREPARATION**

**Schedule:**

Varies. One day each month for a few hours.

**Duties:**

1. Placing inserts into newsletter if there is an insert.
2. Folding.
3. Taping three sides of each newsletter for mailing.
4. Applying the address labels for mailing.

**Qualifications:**

1. Friendly and welcoming.
2. Ability to work with people.
3. Professional demeanor.
4. Attention to detail.
5. Upbeat, positive attitude.

**NEWSLETTER DELIVERY**

**Schedule:**

Varies.

**Duties:**

1. Once the newsletter is ready, the staff will arrange to either deliver or for you to collect the newsletters prepared for delivery.
2. If there are inserts, you must first place the inserts into the newsletters prior to delivery.
3. Deliver newsletters to the various locations on your delivery list in a timely matter.

**Qualifications:**

1. Friendly and welcoming.
2. Ability to work with people.
3. Professional demeanor.
4. Upbeat, positive attitude.
5. Ability to transport and deliver newsletters.

**NEWSLETTER PROOFREADERS**

**Schedule:**

Varies. Once monthly.

**Duties:**

Proofing the monthly newsletter requires at least two different people with different proofing skills:

1. Spelling and grammatical errors - making sure that the newsletter is well-written and has correct spelling.
2. Days and dates on the calendar - making sure that the days, dates, and times are correct in the articles and on the calendar.
3. Double check venues and their spelling online as needed.
4. Check submitted blurb against the blurb readied for the newsletter.
5. Volunteers are emailed the monthly newsletter for proofreading.

**Qualifications:**

1. Ability to receive and send email.
2. Ability to mark-up document electronically.
3. Ability to spell and recognize grammatical errors.
4. Attention to detail.

**KITCHEN VOLUNTEERS**

**Schedule:**

Varies. Generally works from 11:00am until 1:00pm

**Duties:**

1. Upon arrival and after hand washing the volunteer may be asked to help prepare foods, fill supplies, make coffee and generally perform any tasks leading up to lunch.
2. Volunteers help serve on the line. Service begins around noon.
3. Post lunch duties include cleaning of service counter area, storage of leftovers, wiping the counter area and re-stocking the baskets as well as washing them.
4. Duties may also include sorting silverware and putting away clean pans and utensils.

**Qualifications:**

1. Ability to assist chef and the utility person in the kitchen.
2. Ability to work in a fast paced, changeable environment.
3. Ability to spend hours on foot, both walking and standing while working.
4. Ability to assist with light lifting of both hot and cold foods and equipment.
5. Food service experience is helpful, but not necessary. All willing helpers are welcomed!
6. Kitchen volunteers may receive a free meal when working.

**KITCHEN SERVERS AND CLEAN UP VOLUNTEERS**

**Schedule:**

Daily from 12:00pm.

**Duties:**

1. Serving meals to each guest at each table beginning at the back of the dining room.
2. Assist Kitchen Volunteers by relaying meal choices (if applicable) of guests as you serve.
3. Serving desserts to each member noting whether or not that member has a "D" card out for a sugar free dessert. Collecting the "D" card from individuals who are having sugar free desserts as you serve them.
4. Assist with taking table baskets to the counter for restocking.
5. Thoroughly washing down the tables following the meal.

**FOOD PANTRY PICK-UP VOLUNTEER**

**Schedule:**

Meet at Hannaford at 6:30am on Monday mornings.

**Duties:**

1. Meet lead person at the back dock of Hannaford Supermarket at 6:30am.
2. Check for donations in produce, bakery, deli and meat departments.
3. Gather loaded carts to the rear of the store for loading.
4. Load items into trucks/van and proceed to York Senior Center.
5. Off load items at Senior Center; weigh, document, arrange and display goods by category.
6. Store cold items in the refrigerator.

**Qualifications:**

1. Ability to assist lead person gather and load items.
2. Ability to work in a fast paced environment.
3. Ability to load and lift items and heavy boxes and bags.
4. Ability to assist with light lifting of both hot and cold foods and equipment.
5. Ability to work well with others.

**FOOD PANTRY ROOM VOLUNTEER****Schedule:**

Meet at York Senior Center at 7:30am on Monday mornings.

**Duties:**

1. Meet the Pick-up Volunteers and lead person at the Senior Center and assist with delivery of items.
2. Work to arrange foods for easy shopping, discarding passé and damaged produce and goods.
3. At 8:20am remove cold items from the refrigerators and display for shoppers.
4. At 8:30am monitor members as they shop, making sure each person takes only 1 bag and signs in on the sheet provided.

**Qualifications:**

1. Ability to assist lead person and unload and display items.
2. Ability to work in a fast paced environment.
3. Ability to load and assist with light lifting of items, boxes and bags.
4. Ability to work well with others.

**FOOD PANTRY CLEAN UP VOLUNTEER****Schedule:**

Meet at York Senior Center between 8:45am and 9:30am (approximately).

**Duties:**

1. Discard bad produce, condense and rearrange items.
2. Break down and flatten the cardboard boxes for the dumpster.
3. Place items in refrigerator that need to be kept cold.
4. Discard boxes, papers, and items into the dumpsters.
5. Wash down the tables used for the food pantry.
6. Fold and put away the tables used for the food pantry.

**Qualifications:**

1. Ability to condense and display items.
2. Ability to work in a fast paced environment.

3. Ability to load and assist with light lifting of items, boxes and bags.
4. Ability to work well with others.

#### **VOLUNTEER INDOOR PLANT CARE**

##### **Schedule:**

Two or three times each week.

##### **Duties:**

1. Check and water all indoor plants in the building.
2. Prune and fertilize as necessary.

##### **Qualifications:**

1. Familiarity with plants, pruning, care and watering.

#### **VOLUNTEER OUTDOOR PLANT CARE**

##### **Schedule:**

Three or more times each week.

##### **Duties:**

3. Check and water all outdoor plants in the boxes and containers.
4. Prune and fertilize as necessary.

##### **Qualifications:**

2. Familiarity with plants, pruning, care and watering.



## FREEDOM FROM HARASSMENT

Every employee of the Town of York has the right to work in an environment free from harassment, discrimination, and other inappropriate and unwelcome behavior. Harassment of any employee on the basis of his or her race, religion, color, national origin, age, gender, sexual orientation, marital status, veteran's status, physical, mental, or sensory disability, genetic history and information, or any other category protected under state or local laws is a serious violation of the Freedom from Harassment policy and will not be tolerated. In an effort to protect all employees from any form of harassment in the workplace and provide employees with a pleasant working environment, the Town considers this a zero tolerance policy. It is the policy of the Town that all employees be treated with respect and dignity.

If you feel you or other employees have been subjected to unwelcome harassment of any kind, you are encouraged to immediately identify the offensive behavior to the harasser and request that it stop. If you are uncomfortable in addressing the matter directly with the harasser, or if you do so and the behavior does not stop, then discuss the matter immediately with the Human Resources Director, Department Head, or any supervisor with whom you feel comfortable. Supervisors who receive a harassment complaint must immediately notify their Department Head. Department Heads and supervisors who receive a harassment complaint are to immediately contact the Human Resources Director.

All complaints will be investigated promptly, impartially and discreetly. Upon completion of the investigation, the appropriate parties will be notified of the non-confidential results of the investigation. Any supervisor, agent, or other employee who has been found to have harassed an employee will be subject to appropriate corrective action, ranging from a disciplinary warning to termination. No employee will suffer retaliation in any form for reporting instances of harassment or participating in a harassment investigation.

We trust that employees of the Town of York will act responsibly to maintain a pleasant working environment, free of discrimination and harassment, allowing each employee to perform to his or her maximum potential. The Town encourages any employee to bring questions he or she may have regarding this policy to the employee's Department Head, Human Resources or the Town Manager's Office.

### **Definitions:**

The definitions below are from the regulations adopted by the U.S. Equal Employment Opportunity Commission.

1. **Sexual Harassment:** A type of harassment which occurs when verbal and physical conduct is sexual in nature or is gender-based, that is, directed at a person because of their gender. Unwelcome sexual conduct is sexual harassment when:
  - a. Submission to such conduct is expressly or implicitly made a term or condition of employment or,

- b. Submission or rejection of such conduct is made either a term or condition of employment or,
- c. Such conduct has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment includes: unwelcome verbal behavior such as comments, suggestions, jokes or derogatory remarks based on sex or physical behavior such as pats, squeezes, sexual gestures, and repeatedly brushing against someone's body, or impeding or blocking normal work or movement.

Types of sexual harassment include:

- a. **Quid Pro Quo:** A Latin phrase that means "this for that". Quid Pro Quo sexual harassment involves situations in which workplace issues such as promotion, job retention, or time off are offered in return for dating or sexual favors. For example: Disciplining a subordinate who ends a romantic relationship; changing performance expectations after a subordinate refuses repeated requests for a date; or demanding or suggesting sexual favors in exchange for some job benefit.
  - b. **Hostile Work Environment:** Unwelcome sexual conduct which unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment. Hostile Environment harassment occurs as a result of hostile or abusive language, illustrations or visuals, and/or other conduct in the workplace – words, gestures or images that are considered offensive by one or more individuals.
  - c. **Third Party Sexual Harassment:** Individuals who are not directly affected by a specific behavior but who are uncomfortable when it occurs may experience this type of harassment. For example: A co-worker who is disturbed by the way managers or co-workers treat one another – even if the others are unaffected. Third Party Sexual Harassment may also involve vendors or service providers who use offensive sexual language or behaviors with employees.
  - d. **Same Sex Sexual Harassment:** Sexual harassment that involves two or more men – or two or more women. Both men and women can feel threatened or sexually harassed at work. While this may involve gay, lesbian, bisexual or transgender employees, that is not always the case. For example: Non-gay workers, male or female, may be offended by hazing, jokes, or touching by coworkers of their same gender that is sexual or sexually suggestive.
2. **Other Categories Protected from Harassment:** Under Maine and federal law, other categories (such as race, religion, color, national origin, age, gender, sexual orientation, marital status, veteran's status, physical, mental, or sensory disability, genetic history and information, etc.) are also protected from unwelcome harassment and hostile work environments. Conduct relating to an employee's membership in any such category constitutes harassment when this conduct:
- a. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment or,
  - b. Has the purpose or effect of interfering with an employee's work performance or,
  - c. Adversely affects an employee's employment opportunities.
3. **Retaliation:** Retaliation happens when an employee who has raised a complaint about harassment experiences a negative workplace consequence as a result of that complaint. Retaliation can include: poor performance reviews; longer work hours; "cold shoulder" or social isolation from the work group; threats from the accused harasser; transfer to a less desirable work location; or assignment of excessive

work. If you feel you are a victim of retaliation, report the situation to your Department Head, Human Resources, or the Manager's Office.

An employee's intentions and motives are not the decisive factors in considering alleged harassment behavior. The effect of one employee's behavior upon another employee is the decisive factor. If an employee's behavior is considered to be offensive by another employee or if it has an intimidating effect upon another employee, then racial, sexual, ethnic, or religious harassment may be present. The welcomeness, frequency, and severity of the behavior determine whether or not harassment has occurred.

### **Inappropriate Behavior**

It is the responsibility of each employee to engage in and promote workplace behavior that creates and maintains an environment of respect and promotes effective teamwork. It is likewise the responsibility of each employee to report behavior that damages this environment.

Horseplay, pranks and any other inappropriate, non-work related behaviors that impact a fellow employee's work performance will not be tolerated. Jokes (verbal, electronic, printed or in any other medium) that demean people (individuals) in any way or have sexual, racial, ethnic, or religious themes are inappropriate in the workplace and are strictly prohibited.

This policy prohibits behaviors that may not reach the level of illegal harassment as defined by the EEOC, but that nonetheless are inappropriate in the workplace. Such behavior includes bringing sexually explicit pictures, photographs, cartoons or objects to the workplace; repeated requests for dates, sexual bantering, jokes or teasing; sexual innuendoes, gestures or leers, obscene or abusive language; unwelcome terms of endearment such as "doll", "honey", "sweetheart" or "babe"; sending sexual, racial, ethnic, or religious jokes, cartoons, etc. on e-mail, faxes, etc.; and, using racial, ethnic or religious slurs or demeaning comments. Appropriate disciplinary action will be taken when violations of this policy occur.

Inappropriate behavior as defined by this policy shall be reported to the Department Head or the Human Resources Department immediately. The Department Head, in conjunction with Human Resources, will determine how the incident/allegation/complaint will be investigated. After completing an investigation, it will be determined whether or not this policy has been violated. The welcomeness, frequency, and severity of the inappropriate behavior will determine whether or not a violation of the policy has occurred.

### **Implementation:**

1. The Town of York is committed to preventing harassment and discrimination through education and dissemination of information, as well as employee accountability.
2. It is the responsibility of each employee of the Town of York to engage in and promote workplace behaviors that create and maintain an environment of respect and promote effective teamwork. It is likewise the responsibility of each employee to report those behaviors that damage this environment, especially those of a harassing nature.
3. Supervisors have a greater responsibility, not only to model respectful, professional conduct at the workplace, but also to maintain an environment of respect and effective teamwork in their work areas. As part of their supervisory responsibilities, supervisors are required to monitor the workplace for inappropriate behavior and actively prevent or stop inappropriate or unprofessional conduct in the workplace regardless of whether the conduct rises to the level of illegal harassment. If a supervisor becomes aware of any such conduct, he/she must take immediate and appropriate corrective action, including reporting and possible imposition of discipline, to end the conduct. Corrective action is required whether or not a complaint is made or the conduct appears to be welcome.
4. Human Resources or the Town Manager's Office may be consulted for advice and direction and must be contacted if a complaint is received, even if the complainant requests that no action be taken.

Department Heads or supervisors who fail to fulfill their obligations under this policy may be subject to disciplinary action up to and including termination.

### **Complaint Process**

1. An employee who believes he/she is the victim of harassment may file an internal complaint by contacting any of following individuals:
  - Immediate supervisor or any supervisor in the chain of command; or
  - Town Clerk at (207) 363-1003 x 6072
  - Human Resources Director at (207) 363-1000 x 6032
  - Town Manager (207) 363-1000 x 6021
2. Every effort will be made to resolve complaints at the earliest possible level. If an investigation is warranted, it will be conducted promptly and with as much confidentiality as possible, respecting the rights of all parties involved. Confidentiality cannot, however, be promised or assured. All employees are required to cooperate fully in any investigation of harassment.
3. In addition to initiating an internal complaint, employees represented by a union may exercise any rights they may have under their union contracts. A discrimination complaint may also be submitted to the Maine Human Rights Commission.
4. It is not required that any of the above procedures be utilized first or in any sequence, nor is it required that any procedure be exhausted before another is issued.
5. For more information, please contact:
  - Human Resources Director at (207) 363-1000 x 6032
  - Town Manager at (207) 363-1000 x 6021
  - Maine Human Rights Commission (207) 624-6290

York Parks and Recreation Department



## EMERGENCY ACTION PLAN

### I. Department Policy:

A. It is the policy of this department to take every possible action to comply with all emergency regulations and protect employees in emergency situations.

B. Emergency Plan Coordinator:

1. Janice Callaghan (Administrative Assistant) is responsible for making sure this emergency action plan is kept up to date, practiced, and reviewed periodically.
2. The Emergency Plan Coordinator can be reached at the Parks and Recreation offices at 207 363-1040.

C. Reporting Procedures:

<u>Type of Emergency</u>	<u>How to Report</u>
Fire	911
Explosion	911
Weather	intercom, two way radios
Bomb Threat	911, intercom
Chemical/spill leak	911
Violence	911, intercom
Medical	911, intercom

D. Reporting Procedures are posted in each office.

### II. Evacuation Procedures:

A. Emergency Escape Procedures and Routes

- B. Emergency escape procedures and route assignments have been posted in each work area, and all employees have been trained by supervision in the correct procedures to follow. New employees are trained when assigned to a work area. A sample escape procedure and escape route sheet of the type posted in work areas is included with this plan.
- C. Procedures for Employees Who Remain to Operate Critical Operations Before They Evacuate
- D. During some emergency situations, it will be necessary for some specifically assigned and properly trained employees to remain in the work areas that are being evacuated long enough to perform critical operations. These assignments are necessary to ensure proper emergency control.
  1. The following lists these employees and their duties:

<u>Name</u>	<u>Title</u>	<u>Work Area</u>	<u>Assignment</u>
Ryan Coite	Foreman	Main Office	As Needed
Janice Callaghan	Admin. Assistant	Main Office	As Needed
Brenda Bracy	Facility Coordinator	Senior Center	As Needed
Robin Kerr	Conservation Coordinator	Mt. Agamenticus Lodge	As Needed

- E. The Preceding individuals have received special instructions and training by their immediate supervisors to ensure their safety in carrying out the designated assignments. A training record describing the instructions provided and the detailed procedures to be followed is maintained in the Emergency Plan Coordinator’s Office.

### III. Employee Accountability Procedures After Evacuations

- A. Each supervisor is responsible for accounting for all assigned employees, personally or through a designee, by having all such employees report to a predetermined designated rally point and conducting a head count. Each assigned employee must be accounted for by name. All supervisors are required to report their head count (by name) to the Emergency Evacuation Coordinator. A summary of the evacuation rally points, together with the identities of supervisors and assigned employees who must report to each, is included with this plan. B. Alarm System:
  1. The alarm systems below will be used to notify employees (including disabled employees) to evacuate and/or take other actions.
  2. Alarm systems for notifying all employees in case of an emergency are:

<u>Alarm System</u>	<u>Action To Be Taken</u>
Fire Alarm	Evacuate to front lawn
Intercom	Follow directions given on intercom
Text Message	Follow directions given in text
Group Alert	Follow directions given in alert

- C. Sheltering in Place:

1. In the event of a non-evacuation emergency (such as weather), employees will move to a windowless section of a basement at the Grant House, Lighthouse, or Mt. A. Lodge.

D. Training:

1. The following personnel have been trained to assist in the safe and orderly emergency evacuation other employees.

<b><u>Name</u></b>	<b><u>Title</u></b>	<b><u>Work Area</u></b>	<b><u>Assignment</u></b>
Ryan Coite	Foreman	Main Office	As Needed
Janice Callaghan	Administrative Assistant	Main Office	As Needed
Brenda Bracy	Facility Coordinator	Senior Center	As Needed
Robin Kerr	Conservation Coordinator	Mt. Agamenticus Lodge	As Needed

E. Training is provided for employees when:

1. The plan was initiated
2. Responsibility changes
3. New employees are hired or transferred
4. At least annually

F. Fire Extinguishers:

1. Employees are not expected to use fire extinguishers before evacuating

G. Employee Accountability Procedures Following An Emergency Evacuation:

1. Each supervisor is responsible for accounting for each assigned employee following an emergency evacuation. The following procedures apply:
  - a) *Rally points have been established for all evacuation routes and procedures for the Grant House, and Mt. Agamenticus Lodge. These points are designated on each posted work area escape route.*
  - b) *All work area supervisors and employees must report to their designated rally points immediately following an evacuation.*
2. Each employee is responsible for reporting to his or her supervisor so that an accurate head count can be made. Supervisors will check off the names of all those reporting and will report those not checked off as missing to the Emergency Evacuation Coordinator.
3. The Emergency Evacuation Coordinator will be located at one of the following locations:

<b><u>Building</u></b>	<b><u>Rally Point Primary Location</u></b>	<b><u>Secondary Location</u></b>
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Grant House	Front Lawn	Parks Barn
Mt. Agamenticus	Parking Lot	Summit Lawn
Senior Center	Parking Lot	Front Lawn

4. The Emergency Evacuation Coordinator will determine the method to be utilized to locate missing personnel in each situation.

H. Rescue and Medical Duties:

1. It may become necessary in an emergency to rescue personnel and perform some specified medical duties, including first-aid treatment. All employees assigned to perform such duties will have been properly trained and equipped to carry out their assigned responsibilities properly and safely.
2. In case of a Rescue or Medical Emergency the following contacts should be contacted first:  
York Village Fire Station 363-1015  
York Police Department 363-4444 or 911

**IV. Employee Training:**

A. All employees will be trained annually in the content of this program and how to use it effectively. The Emergency Plan Coordinator will review the program annually, and make any changes that may be necessary. All training documentation will be kept in the Parks Dept. Safety Manual.

B. Contacts:

1. For more information about this plan, contact the Emergency Action Plan Coordinator.
2. The following people should be contacted during off-hours emergencies:  

Robin Cogger	Director	752-1685
Ryan Coite	Parks Foreman	332-4485

C. Evacuation Procedures and Routes

1. In the event of an emergency, The Town of York Parks and Recreation Department has developed this evacuation plan to ensure the safety of its employees and patrons. The Emergency Plan Coordinator for each department is listed as follows:

Parks and Recreation Department	Ryan Coite, Parks Foreman
Parks and Recreation Department	Janice Callaghan, Administrative Assistant
Senior Citizens Center	Brenda Bracy, Facilities Coordinator
Mount Agamenticus Lodge	Robin Kerr, Conservation Coordinator

D. Escape Routes:

1. Escape routes have been posted in each work area for employees in the Grant House, Senior Center, and Mount Agamenticus Lodge.

2. Each floor diagram has arrows which designate exit routes. In addition, each floor plan map includes location of exits, assembly points, and equipment (such as fire extinguishers and first aid kits) that may be necessary in the event of an emergency.
3. The Evacuation Procedures for the following Town Buildings are:
  - a) *Grant House: During an evacuation all employees will be notified of an emergency by the Emergency Plan Coordinator by either intercom or interior phones. All employees will evacuate by established routes to the rally point on the front lawn. Ryan Coite (Parks Foreman), will be the last employee out due to Emergency Shutdown Procedures.*
  - b) *Senior Center: In accordance with 29CFR1910.38(b), The Emergency Evacuation Plan will be communicated verbally to any employees or contractors working there. Evacuation Routes and Rally points are posted in each room of these facilities.*
  - c) *Mount Agamenticus Lodge: In accordance with 29CFR1910.38(b), The Emergency Evacuation Plan will be communicated verbally to any employees or contractors working there. Evacuation Routes and Rally points are posted in each room of these facilities.*

ANNUAL REVIEW

EMERGENCY ACTION PLAN

Rev. 10/01/18

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Policy Name

In accordance with the directives herein, I have conducted an annual review of the York Parks and Recreation Department's EMERGENCY ACTION PLAN

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Robin Cogger, Director  
York Parks and Recreation Department

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Date