MEDFORD
PARKS & RECREATION

PARK MAINTENANCE STAFF HANDBOOK & POLICY GUIDE

REVISED JANUARY 2016




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MEDFORD PARKS & RECREATION PILLARS

What We're Known For

COMMUNITY ENRICHMENT

We provide opportunities for activities, life-long learning and stewardship of quality public spaces that enhance the lives of the community we serve. We work, so many can play.

EXCELLENCE

We're laser focused and consistently challenge ourselves to perform every task at the highest level capable by each team member, inspired to do better and be better. We enlist national accreditation standards, which enable the department to implement best practices in all functions of the organization.

EXCEPTIONAL CUSTOMER SERVICE

Our staff is empowered to make informed decisions and provide creative solutions for our customers. Many of these decisions are gained through experiences and creating a culture based on listening and balancing needs in order to exceed our customer's expectations.

INNOVATION

The department encourages an organizational culture that values new ideas and is not afraid of change or a different way of doing things. We're nimble enough to move resources to meet the changing needs of our customers, community and staff.

MEDFORD PARKS & RECREATION

HEALTHY LIVES. HAPPY PEOPLE. STRONG COMMUNITY.

ORGANIZATIONAL CHART | JAN 2016

City Manager
Bill Hoke—*Pro Tem*

Parks & Recreation Department
Brian Sjothun, CPRP *(Director)*

Park Projects Division
Pete Young
(Park Planner)

Office Administration Division Jennifer Sparacino *(Office Administrator)*

- Bev Power *(Customer Service Specialist)*
- Sandi Sherman *(Administrative Support Technician)*
- Angela Durant *(Grant Support Technician)*

Recreation Division
Rich Rosenthal, CPRP
(Assistant Director)

- **Youth Enrichment Programming** Jesse Nyberg, CPRP *(Recreation Supervisor)*
- **Resource Development** Chris Shaull *(Coordinator)*
- **Aquatics & Special Interest** Sue McKenna *(Recreation Supervisor)*
- **Adult & Youth Sports** David Alexander *(Recreation Supervisor)* → **Adult & Youth Sports** Chuck Hanson *(Coordinator)*

Park Maintenance Division
Tim Stevens
(Parks Superintendent)

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CONTINUOUS IMPROVEMENT | CUSTOMER SERVICE

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PARKS & RECREATION

HEALTHY LIVES. HAPPY PEOPLE. STRONG COMMUNITY.

ORGANIZATIONAL CHART | JAN 2016

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Park Maintenance Division
Tim Stevens
(Parks Superintendent)

Street Tree/ ROW Division
Adam Airoldi
(Arborist)
Richard Weed
(Park Worker)
(2) Part Time Regular
(Row/Tree Laborers)

Team #2 (East Side)
Paul Cobb
(Lead Park Technician)
Dwayne Stoltz
(Park Technician)
Molly McNerney
(Park Worker)
Steve Goetz
(Park Worker)
(1) 9-Month Seasonal
(Seasonal Laborer)

Team #4 (Irrigation)
Brian Robinson
(Lead Irrigation Technician)
Bob Miller
(Irrigation Technician)
Skip Vencil
(Irrigation Technician)
(5) Part Time Regular
(Trash/Restroom)

Team #1 (West Side)
Jeff Knecht
(Lead Park Technician)
Matt Carvalho
(Park Technician)
Darcy Wellington
(Park Worker)
Bob Lucas
(Park Worker)
(1) 9-Month Seasonal
(Seasonal Laborer)

Team #3 (USCCP)
Stryder Scofield
(Lead Park Technician)
Travis Wyant
(Park Technician)
Levi Clyburn
(Park Worker)
(4) 9 Month Seasonal
(Seasonal Laborer)

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Mission Statements

City of Medford: Continuous Improvement -- Customer Service.
Parks and Recreation: Creating Healthy Lives, Happy People and a Strong Community.

Recreation Division Vision Statement

Together with our community partners, we strive to improve the quality of life through people, parks and programs. We offer high-quality programs and services that meet and adapt to the ever-changing needs of the community.

Code of Ethics

Employees must:

- Create a positive, healthy, professional atmosphere.
- Be honest.
- Be consistent.
- Have integrity.
- Be responsible for your actions.
- Have a sense of humor.
- Be open to suggestions.
- Have the ability to quickly adapt and be flexible.
- Be fair.
- Give praise often.
- Be a good role model.
- Be creative and help others to be creative.
- Be organized.
- Be patient.
- Have enthusiasm.
- Share your knowledge and insight.
- Have an opinion.
- Provide courteous customer service.

City of Medford Statement of Ethics

Service, Integrity & Responsibility

Employees of the City of Medford act in the best interest of the community by demonstrating ethical behavior through our **Service, Integrity and Responsibility.**

We:

- Serve our residents, coworkers, business partners and visitors with respect and competency expected from a high performing, professional organization.
- Demonstrate integrity by providing honest customer service, without favor, which instills and sustains public trust in the organization.
- Accept responsibility for our actions and our stewardship of public assets.

As an employee of an ethical workplace, I value:

Trustworthiness
I follow through on my commitments.

Truthfulness
I am honest in my communications.

Integrity
I do the right thing.

Loyalty
I am committed to the organization, the community

What is CAPRA?

On Oct. 16, 2012, the Medford Parks and Recreation Department gained national accreditation from the Commission for Accreditation of Parks and Recreation Agencies (CAPRA).

CAPRA accreditation assures the general public, policy makers and taxpayers that MPRD delivers a high level of quality and operates in accordance with industry standards of excellence.

The City of Medford is the second CAPRA agency in Oregon and, at the time, was just the 109th in the country to earn the prestigious distinction. Less than 1 percent of all parks and recreation agencies in the country have achieved CAPRA accreditation.

The benefits of going through the CAPRA certification process are:

- Formalization of operational procedures.
- Creation or discovery of operational efficiencies.
- Sharpening of the department's focus on how to address community needs.
- Augmentation of funding solicitation and justification.

For parks and recreation employees, the CAPRA preparation and accreditation improves staff training and education processes, establishes clear expectations and increases awareness of the divisional and overall efforts.

CAPRA certification is valid for five years. In order to apply or re-apply for accreditation, agencies must complete a comprehensive self-assessment covering 144 topics that demonstrates compliance with CAPRA standards, which is analyzed by a panel of academic and industry experts.

Table of Contents

Chapters and titles are hyperlinked.

Disclaimer

While every effort is made to ensure the accuracy of the information in this booklet, The City of Medford and the Parks and Recreation Department have the right to make changes at any time without prior notice.

This document is updated periodically and the most recent version is available at the
Parks and Recreation Office, 701 N. Columbus Medford Oregon.

This document is not a contract between The City of Medford and current or prospective employees.

Mission Statement and Purpose

The mission of the City of Medford is "continuous improvement and customer service" and for the Parks and Recreation division is to "create healthy lives, happy people, and a strong community." The Parks and Recreation Maintenance department embodies these missions by maintaining City Park and public building grounds at the highest level of service possible, in the safest manner possible, and at a competitive cost.

The City of Medford Parks and Recreation Maintenance Management division consists of five Zone Maintenance work groups and are differentiated through responsibility and level of expertise. Maintenance staff are assigned based on skills, knowledge and abilities. Some special assignments may require specialized licenses or certifications to perform maintenance and repairs.

Zone Maintenance Teams 1-3 are responsible to provide clean, safe, attractive and functional parks, open space and municipal recreation facilities to support recreation. By providing appropriate maintenance for each zone area this enables the city to effectively and efficiently deliver services to the public and reduce fuel, electrical, and water use through improved maintenance practices.

Zone Maintenance Team 4 is responsible to maintain all City of Medford Park and Facility grounds irrigation system. This team works to repair, monitor and optimize irrigation systems to reduce water consumption while sustaining plant life. This team provides support to all other Zone teams and coordinates with recreation staff for events. Additionally, this team works closely with the City of Medford Water Commission and Public Works locating underground irrigation assets for new construction.

Zone Maintenance Team 5 is responsible to manage vegetation along arterial and collector streets fostering a healthy, diverse urban forest and right-of-way system. This team works with other City of Medford departments and City of Medford citizens in regards to their needs for tree removal, planting and management plans. They perform systematic management and care of trees and right-of-way vegetation within the City of Medford urban ecosystem in a positive, productive and socially beneficial way in order to increase city-wide canopy that can reduce energy consumption.

Summary of Expectations

All Parks and Recreation Maintenance Management employees will become familiar with and be responsible for the information, regulations, and procedures contained in these Standard Operating Procedures. New employee will complete a training program introducing many of the procedures and policies contained herein.

Parks and Recreation Policies

In addition to City and Park Maintenance Management Service Policies, the terms and conditions of employment of Parks and Recreation classified employees are covered by the Teamsters collective bargaining agreement under (Teamsters Local Union No. 223) and is located on the department "p" drive under CAPRA section 4.1.12. Employees may also contact their union representatives for information. The article and title is noted for each policy that is addressed in the specific collective bargaining agreement.

The following is a summary of key policies applicable to Medford Parks and Recreation employees. Additional information on each policy is available through the web site noted. If you do not have access to the Internet, ask your supervisor or Human Resource Services for complete copies of these policies. All City employees are expected to be familiar with policies and comply with them.

Responsibilities

All department administrators, department directors, and management and supervisory personnel should take appropriate steps to disseminate this policy statement and to inform employees of procedures for lodging complaints. All employees are expected to assist in implementing this policy. Efforts and accomplishments in the area of Equal Employment Opportunity and Affirmative Action will be a part of the evaluation of all managers M:\AdminRegs\.

Equal Employment Opportunity and Affirmative Action

The City of Medford is committed to the policy of equal employment opportunity (EEO) and shall not discriminate against an employee or applicant for employment because of race, color, religion, sex, age, marital status, national origin, mental or physical disability unless based upon a bona fide occupational qualification. The Affirmative Action Program (AAP) described below describes how the City will take affirmative action to employ and advance in employment, qualified women and

minorities as well as offer equal employment opportunity to all. For additional information see City Administrative Policy M:\Admin Regs\AR-85-4 Equal Employ Opport-AffirmativeAction.pdf.

Discriminatory Harassment Policy

Within the basic philosophies, goals, and guidelines for Parks and Recreation, management and employees shall have the right to pursue recreational, social, cultural, employment, and professional activities in an atmosphere where the rights, dignity, and worth of every individual are respected. These rights are granted independent of an individual's race, color, national origin, religion, age, disability, marital status, veteran status, gender, or sexual orientation. Any harassing, threatening, or intimidating activity, or any practice by an employee or a temporary employee which abuses, endangers, jeopardizes personal safety, or interferes with official duties, class attendance, or educational pursuits of any person is prohibited.

Unlawful Discrimination and Harassment Policy

Detailed grievance procedures are contained under Medford Parks CAPRA 4.1.12. Any Teamster Parks employee with a complaint of discrimination should contact the department supervisor and the Human Resources Department, City Hall 324, 774- 2010. Management and administrators should contact the HR Director at 774-2010.

Complainants also have the right to file formal charges with other appropriate enforcement and/or investigative agencies.

Any employee or person(s) privileged to work in the public community who violates this policy will be subject to disciplinary action up to and including permanent exclusion or dismissal from the City of Medford Parks and Recreation. It is a violation of City policy to intimidate, discipline, discharge, or harasses any individual because she or he has filed a complaint, instituted proceedings, assisted in an investigation, or formally or informally objected to discriminatory practices.

The City is committed to providing equal employment opportunities to all persons regardless of race; color; religion; ancestry; national origin; age; marital or veteran status; physical or mental disability; on-the-job injuries; sex or pregnancy; sexual orientation, gender expression, or gender identity; military service; domestic violence victim; or any other legally protected status, unless it is a bona fide occupational requirement reasonably necessary to the operation of the City's business. This includes but is not limited to hiring, termination, layoffs, job assignments, promotions, and pay. We are also committed to providing a work environment that is free of all forms of unlawful harassment. We will not tolerate the harassment of our employees by anyone, including but not limited to: supervisors, co-workers, volunteers, members of the public, vendors, or contractors. For additional information see City Administrative PolicyM:\Admin Regs\AR-85-9-R4 Discrimination and Harassment Policy.pdf.

Disciplinary Action Procedure

The purpose of this regulation is to identify the procedure to be followed by management personnel who initiate suspension, demotion, or discharge. This regulation is a directive addressed to all management employees. It does not create any new employee rights. For additional information see City Administrative Policy M:\AdminRegs\AR-89-2-R2DisciplinaryActionProcedure.pdf.

Drug Free Workplace Policy

In recognition of the City's responsibility to maintain a safe, healthful and productive work environment and in recognition of the responsibility of each City employee, recognized employee organization and contractor to perform services for the public as safely, effectively and efficiently as possible, the City, and all parties listed above, commit that the work environment and the services performed shall not be adversely affected or impaired in any way by the use or presence of alcohol or drugs.

The City currently has the right and responsibility to eliminate any circumstance or activity that might impair or reduce the safe and effective performance of City services, under ORS 659.225; 659.227; and 279.213, and The Federal Drug Free Workplace Act of 1988. This policy should be read in conjunction with Administrative Regulation No. 00-5, which sets forth the additional required drug/alcohol testing requirements for employees who are commercial vehicle drivers, as set forth in the Omnibus Transportation Employee Testing Act of 1991, and implementing DOT regulations. In general, more stringent testing requirements are imposed by Federal regulations for DOT-covered employees. For additional information see City Administrative Policy M:\AdminRegs\AR-00-4Drug-AlcoholFreeWorkplace.pdf.

Employee Possession of Dangerous Weapons

The City of Medford is committed to providing a safe work environment free from threats or intimidation. As part of this commitment, the City has adopted the following policy with regard to the possession by employees of dangerous weapons.

No City of Medford employee (or contractor) shall possess any dangerous weapon while on duty or at any other time while in a City owned or controlled building, job site, or vehicle, unless such possession is authorized by the City in the performance of the employee's job duties.

As defined by ORS 161.015, a "dangerous weapon" is any weapon, device, instrument, material, or substance that, under the circumstances in which it is used, attempted to be used, or threatened to be used, is readily capable of causing death or serious physical injury.

This policy takes precedence over an employee's permit to carry a concealed weapon and applies to all City of Medford employees, except (a) those having specific statutory and city authority to possess or carry a dangerous weapon per their job classification; and (b) those who qualify for an exception. For additional information see City Administrative Policy M:\Admin Regs\AR-95-4-R1EmployeePossessionof DangerousWeapons.pdf.

Employee Assistance Program (EAP)

The Employee Assistance Program is available to all benefit eligible employees and members of their immediate households and provides no-cost, limited professional counseling, assessment and referral services for individuals who are experiencing personal problems, i.e. anxiety, grief, parenting issues, financial difficulties, etc. To arrange services call the Employee Assistance Program at 1-800-836-5777. Information is also available at Human Resource Services.

Emergency Management Standards and Training

The City of Medford requires employees who are identified as emergency response participants to adhere to the National Incident Management System (NIMS) standards and training guidelines.

A. It is the policy of the City to adopt and utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, unified command structures, uniform personnel qualification standards, uniform standards for planning, training and exercising, comprehensive resource management, and designated incident facilities during emergencies or disasters.

B. Employees identified to participate in response to emergencies or disasters are required to complete the necessary level of Incident Command System training for all the positions that they may be required to fill during an emergency or disaster.

For additional information see City Administrative Policy M\Admin Regs\AR-07-2 EmergencyTraining.pdf.

Safety and Health

The City is committed to providing and self and healthful working environment for all of its employees. The City recognizes the need to stress safety in all of its operations in order to reduce the risk of accidents which cause personal suffering, loss of productivity, financial liability and damage to City property.

The purpose of this regulation is to address the City's safety and health practices, establish guidelines and responsibility for its coordination and administration. For additional information see City Administrative Policy M:\AdminRegs\AR-85-6-R SafetyandHealth.pdf.

Safety Committee

It is the policy of the city to utilize input from both management and non-management regular city personnel as a resource to improve the City's workplace as a safe environment. The city will formally utilize a Safety Committee as applicable under OAR Chapter 437. The city also reserves the management right to voluntarily utilize that same input vehicle even if no legal requirement exists.

The specific purpose of this regulation is to provide the basis for delegation of authority and responsibility of a Safety Committee to act. The general purpose is to provide a vehicle to make working for the city a positive situation in regard to minimizing work-related hazards and thereby improve productivity which will save the taxpayer money. For additional information see City Administrative Policy M:\AdminRegs\AR-86-2SafetyCommittee.pdf.

Parks and Recreation Webpage

The City of Medford Parks and Recreation webpage is located at http://www.ci.medford.or.us and is an excellent source of information. The Human Resources section at http://www.ci.medford.or.us/SectionIndex.asp?SectionID=15, provides access to information on such things as benefits, policies, holidays, Collective Bargaining Agreements, and applications.

Conduct in the Workplace

The City expects its employees to maintain a high standard of professional conduct during the course of their duties. Therefore, this policy establishes standards of conduct for City employees during the course of daily work, including when in uniform or operating City vehicles, or when representing the City.

A. It is the policy of the City, and the responsibility of every employee, to maintain a cooperative, productive and courteous work environment.
B. Employees are expected to use common sense, patience, courtesy and good judgment in their interpersonal relationships with co-workers, superiors, subordinates,
and the public.
C. Language and conduct used in the work place shall be professional and appropriate.
Language shall not be offensive, derogatory, inflammatory, or threatening in nature.

For additional information see City Administrative Policy M:\Admin Regs\AR-05-1 ConductintheWorkplace.pdf.

City Hall Security

The purpose of this regulation is to prescribe reasonable and effective procedures that enhance the safe and secure operation of Medford City Hall. The regulation provides instructions regarding employees, non-employees, members of the media and local service providers. For additional information see City Administrative Policy M:\Admin Regs\AR-96-1-RCityHallSecurity.pdf.

Policy on Issuance and Return of City-Owned Property

This policy establishes procedures and guidelines that control the issuance and return of keys and City-owned portable, personal property to employees. City-owned and issued equipment includes, but is not limited to, lap top computers, pagers, cell phones and hand-held palm computer devices. For additional information see City Administrative Policy M:\Admin Regs\AR-02-1 Issuance and Return of City-Owned Property.pdf.

Park Use Regulations

The City of Medford's parks and facilities are established and maintained as areas of recreation, relaxation and enjoyment for the citizens of Medford. It is the intent of the City to maximize the usage of these facilities within the limits of space, design and accommodations available at each park site. The highest priority for park use will be given to recreation and educational uses by Medford residents.

The Mission of the Parks and Recreation Department is to provide opportunities for a full range of recreational facilities, activities and programs to meet the demands of all ages within our expanding population.

The purpose of these rules and regulations are:

A. To facilitate maximum use of public facilities by the general public.

B. Establish rules and regulations governing what are allowable and not allowable in parks and open spaces.

C. To coordinate the use of park and recreation facilities, thus assuring maximum opportunity for use through the convenience of advance reservations.

D. To provide facilities at minimal cost to the general public; but where exclusive use takes place or special handling is required, to assess the appropriate fee.

E. To coordinate the public use of facilities with maintenance, construction and other activities.

F. To fairly allocate the use of available park space, so all parks receive fair and equal usage, commensurate with their size, Park Tier Classification and Leisure Services Plan Classification.

For additional information see City Administrative Policy M:\AdminRegs\AR-00-7- R7Park Use.pdf.

Policy on Use of Information and Communication Systems

This Policy establishes procedures and guidelines regarding ownership of the Information and Communication Systems of the City (Internet, Intranet, internal/external e-mail, personal computers, mainframe, cell phones, telephones, and voice mail), the City's right to monitor and access such information, and usage of the systems.

This Policy applies regardless of the location or ownership of the equipment being used. For example, if an employee works from home on City purchased equipment, whether a lap top, cell phone, etc., or uses a private PC and modem connection at home to access the Internet via a service provided by the City, this Policy applies.

All City employees, elected officials, and volunteers should be aware that they are subject to the Oregon Government Standards and Practices Laws. In general, these laws prohibit any elected official, employee or volunteer from using their “official position” (employment) to obtain financial benefit or avoid financial detriment.

The law and associated policy on use of the Internet, e-mail, cell phones and voice-mail are continually evolving. Accordingly, review of the City's policies will occur with regularity, and changes shall be made as required.

This employment policy and administrative regulation will be published and distributed to each employee of the city, and employees will be asked to acknowledge that they have received, read, understood and agreed to abide by such policy. For additional information see City Administrative Policy M:\AdminRegs\AR-00-1Info-CommSystemsUse.pdf.

Paycheck Distribution Policy

This policy sets forth the City's procedures for paycheck distribution, and applies to departments of the City of Medford with employees that receive physical paychecks.

This policy is intended to accomplish the following:

- To ensure appropriate internal controls are established within each department with regards to the safeguarding of physical paychecks.

- To ensure appropriate procedures are established for the release of physical paychecks.

- To minimize the City's exposure to legal liability from inappropriate release of paychecks.

For additional information see City Administrative Policy M:\Admin Regs\AR-07-1Paycheck DistributionPolicy.pdf.

Parks and Recreation Maintenance Management Policies

Rules of Conduct

The City of Medford takes the position that in order to advance the municipality's mission of excellence; all employees are expected to assist in the creation of a working and learning environment in which the rights, dignity, and worth of every individual in the City of Medford Parks and Recreation community is respected.

When acting in their official capacities, all City of Medford Parks and Recreation employees are expected to create and maintain an atmosphere in which employees treat their colleagues and peers, temporary staff and other customers, with respect, courtesy, and honesty. All employees are expected to act in a manner that advances the best interests of the City of Medford and its citizens.

As an employee of The City of Medford's Parks and Recreation Facilities Maintenance group you are expected to comply with our rules of conduct including but not limited to:

- Report for work on time.
- Assume duties promptly.
- Be diligent in the pursuit of your responsibilities.
- Strive to render effective service, whatever your job.
- Report to your supervisor when you are stalled by circumstances or have any questions regarding procedures.
- If you are sick or have not reported for work for any other reason, you are expected to advise your supervisor before the start of your work shift, or no later than ½ hour after the start of your shift. We are interested in protecting you and your job; however, if we do not hear from you, we are obligated to make arrangements to assure that services are not interrupted.
- If you have to leave work before your shift is complete, you must contact your supervisor or the Parks and Recreation main office (774-2400) before you leave. Do not leave work before your shift is complete without notice and approval.

- Conserve the resources of the City of Medford Parks and Recreation and avoid waste.
- Follow safety regulations.
- Respect the property of others. This includes everyone's in general and specifically office contents when servicing interior spaces of building facilities.
- Turn in any items, such as clothes, electronics, etc., found in and around a building or park to your manager. Any keys found should be turned in to your supervisor or lock shop as soon as possible.
- Report any vandalism or unsecured doors in your areas to your supervisor immediately. Also record it on the appropriate form and turn it in to your supervisor.
- Keep your supervisor informed. Communication must flow in both directions. If anything concerning work is bothering you, talk with your supervisor or bring it up at the department meeting. A written note will often reduce the possibility of a misunderstanding.
- Point out opportunities to improve or maximize operations
- Point out waste, abuse, or fraud if noted.
- Facilities Maintenance main office phone number: 774-2656

Dress Code and Hygiene

As employees of the Facilities Maintenance group, we represent not only specific maintenance groups but the City of Medford Parks and Recreation and the City of Medford. We are required to wear city-purchased uniforms or distinctive clothing and it is reasonable to expect that we wear clothes that are publicly acceptable and functional for our work.

In general, follow the normal prevailing patterns of dress for the pertinent work environment. Dress should be in good taste, modest, with extremes avoided. Dress that is unsafe, results in the distraction of other employees or the disruption of work of the department, as determined by the appropriate supervisor, shall not be permitted.

Employees are expected to maintain personal hygiene appropriate to their respective work environment and duties.

In order to avoid violations of this policy, abide by the following:

- The dress code is based on safety, comfort, and presentability and applies to all members of the Parks and Recreation Facilities Maintenance staff, including temporary workers.
- Do not report to work in ripped, torn, or dirty clothes.
- Wear safe footwear such as rubber soled boots. Under no circumstances are sandals, open-toed shoes, or bare feet acceptable.
- During the summer, shorts are permissible but should be knee or just above the knee length. They must be hemmed -- no cut-offs or short-shorts.
- No tight skirts, dresses, or "minis" should be worn at work.
- Shirts and blouses should be full length, i.e. cover the mid section. Do not wear mesh shirts, low collared shirts, or tank tops. Some exceptions based on temperature and working conditions may be made and after they check with their supervisor.
- Shave before you come to work. While beards and moustaches are acceptable, noticeable stubble is not.

Security and Vandalism

Protecting buildings and parks from vandalism and theft is an important part of the facilities group. Closing hours of buildings and park facilities vary and each group generally begins their duty during normal city business hours. It is the assigned groups' responsibility to lock and secure the buildings and parks at closing time. It is also the assigned groups' responsibility to maintain the buildings' security and to unlock each building and park at the appropriate time.

To maintain security, do not admit anyone to a locked building or facility except police, fire, or medical personnel, persons that you know occupy an office in the building, or others authorized by security.

If someone asks to be admitted to a locked building, room, or park area and you don't know if they are authorized, ask the person to remain outside the area and contact your supervisor. If the person does not agree to this, do not admit them to the area. If they do agree, call your supervisor.

If someone enters or remains in a building or park facility after closing hours and you doubt their authorization, notify your supervisor or contact the non-emergency police

dispatch. Do not question the person about their authorization. Wait in the area and direct the officer to the person.

CallingNon-EmergencyPolice Dispatch
In an emergency, call 911 immediately from any phone, including cell phones.

However, you are responsible for contacting non-emergency police dispatch when necessary. If you need an officer to come to your area, call police dispatch at 774-2200. A police officer must respond and investigate:

- unauthorized people in the building or park
- suspicious activity inside or around building or park
- stolen, damaged, or vandalized property
- anytime you feel there is a threat to yourself, to other people, or to city property

Vandalism
When you find any type of vandalism inside or outside a park or building facility, report it to your supervisor immediately. Do not leave vandalism any longer than necessary. Clean it or repair it as soon as soon as possible. The longer it stays, the more people will see it; the more people that see it, the more successful the vandal – and that inspires them to do it again.

Alarms
Some buildings/rooms have security systems installed. If there is one in your area you will be given a code to disarm the alarm. Remember the code and the procedure for disarming and rearming. All doors must be shut in order for the alarm to re-arm. Once the alarm is reset, you have a short time to exit before the system is armed.

If you set off an alarm, try to find the phone number to the security company. It is usually on a sticker located on the main door. Call the company an inform them you are an employee of the City of Medford Parks and Recreation and accidentally set off the alarm. If you can't find the number to the security company, call police dispatch (774-2200) and let them know what happened. Then report the incident to your supervisor.

Keys

All employees are issued keys allowing access to specific areas. Use these keys only when you are on duty and only to enter areas necessary in the performance of your duties. Your keys are your responsibility. Guard them at all times and never leave them where they can be stolen. No keys are to be exchanged or given to another employee without checking first with your supervisor and/or locksmith. If you lose a key(s), notify your supervisor immediately. Listed below are the main features of the City of Medford Parks and Recreation Key Policy:

- The Parks and Recreation Maintenance Technical group shall be the sole source for duplicating, manufacturing, or cutting of any key to building facilities, equipment, or park facilities. Commercial locksmith services are not permitted on city-owned property except to gain access to privately owned vehicles or equipment.

- Persons issued keys are prohibited from duplicating or loaning such keys.

- Department heads are responsible for keys issued on a temporary or "need to have" basis to temporary staff or employees.

- All keys shall be the personal responsibility of the individual who signed the key request card as the recipient. Persons violating the key policy are subject to disciplinary action.

- Found keys must be turned in at once to the designated City of Medford Lock- Smith.

- Upon termination of employment, keys signed out to an employee must be turned in to the supervisor or the designated City of Medford Lock-Smith.

- In the event of a security breach due to lost keys, determination whether to re- key will be made by the appropriate building manager, department or activity head, director of safety, and Maintenance Technical Group Manager.

- Cost of key replacement could be borne by the employee losing the key, according to the charges listed below. Charges to the employee may be collected through payroll deduction following 30 days' notice. Upon employment termination, charges for keys not turned in will be deducted from the employee's final paycheck. Charges to temporary staff for lost keys will be collected in cash upon billing or deduction from general deposits.

- When re-keying becomes necessary due to lost keys, it is chargeable to the department or individual who may have compromised security.

- Access to facilities by Maintenance group personnel shall be on an "as required" basis. Employees may not access facilities or enter buildings during their off hours unless they have received approval from their supervisor or the building is open to the general public.

For loss or failure to return keys, charges will be assessed on an individual basis according to the following schedule by categories of keys:

- Change Key -- $5.00
- Sub-Master Key -- multiples of $5.00 for each lock involved, not to exceed $25.00
- Outside Door Key – multiples of $5.00 for each lock involved, not to exceed $50.00
- Master Key – multiples of $5.00 for each lock involved, not to exceed $100.00
- Grand Master Key – multiples of $5.00 for each lock involved, not to exceed $200.00

Unlocking Schedule

Park Maintenance staff is responsible for unlocking park facilities. Unless otherwise instructed, follow the guidelines below:

- Unlock exterior doors at 7:30 a.m. or ½ hour before scheduled usage.
- Make sure all doors that need to be locked are locked after servicing.
- Lock smart meeting rooms (rooms with ceiling mounted LCD projectors and computers) after cleaning.

Service Request

During routine servicing, the group technician accesses almost every area park facility. When you find something in need of repair, fill out a service request. There are two ways to do this:

- If you do not have access to a computer, complete a service request form and turn it in to your supervisor or call it in to the Park Maintenance main office at 774-2691.
- Access the City of Medford intranet web site and go to the service request link.

Fill it out. Follow the on screen directions until it is sent.

- If your repair is urgent, contact your supervisor immediately.

Cell Phones and Personal Phone Calls

All full time Park Maintenance staff are assigned cell phones to be used to keep in contact with supervisors, other Park Maintenance Staff, and to contact emergency services as needed. You are responsible for your assigned cell phone. It is for official use only (you can give the number to family members in case of an emergency). Turn it on at the beginning of your shift and keep it on throughout your shift. Carry it with you at all times. At the end of your shift leave it plugged in to recharge. Some situations require the phone to be taken home, but this must be approved through the supervisor.

Personal phone calls during work hours should be limited to emergencies only. Personal calls are allowed during break times, but not on your assigned cell phone.

Computer Usage

Computer-relatedQuestions
Contact the Help Desk at 774-2050 with your computer-related questions, such as those about e-mail, software applications, printers, etc.

Computer AcceptableUsePolicy
All employees are expected to be familiar with and abide by the City of Medford. For additional information see City Administrative Policy M:\AdminRegs\AR-00-1Info-CommSystemsUse.pdf.

Computer —Network Account
All employees are provided with a computer network account. Each computer user has a personal directory on the network, referred to as the "H drive," and is for storing personal work-related electronic files. In addition, a group directory, known as the "P drive" is provided for each department to store shared software and documents. To acquire a network account, the appropriate group supervisor must complete and return a Computing Services New Account Request for Staff Form to Technology Services. Forms are available at Information Technology Services in Computing Services or by calling the Helpdesk at 774-2050.

Outlook
Employees have access to a city-wide E-mail system called Outlook. Outlook software also includes calendar and scheduling features. Access will be granted after the Computing Services New Account Request Form is completed and received in Technology Services (TS). You must set an Outlook Password while logged in on your City computer. Forms and assistance are available by calling the Helpdesk at 774-2050.

ParkMaintenanceComputer UsePolicy
Check your email daily and use it appropriately to communicate with your supervisors and other city employees (Never use "all city" to send an email to the entire city).

Emails from your supervisor are official documents, similar to memos. Instructions in an email should be followed just as you follow any city policy. You can access your email during your work shift, but do not use computers for personal use during your work shift. You can also use computers during your shift for work related projects such as printing "out of order" signs.

You are allowed to use only designated computers to access your email and/or to use city-provided software for work related projects. Do not use computers that have not been designated for group use.

Use extreme caution when downloading anything off the Internet. Do not open any attachments in your email if it is not a city-sent email or you don't know the person that sent it to you. Doing so could write a virus in your computer. Viruses can disable a computer and/or infect other computers.

The City of Medford has an electronic bulletin board and city calendar available to any employee with network connection. These sources provide official notification of important City of Medford Parks and Recreation business as well as news of meetings, events, etc.

Radio/Music Policy

You may wear headphones as long as they do not impair your job performance or compromise the safety of you or others. You must be able to hear your cell phone in case your supervisor or anyone else needs to contact you.

Energy Conservation

Only turn on lights you need to access an area and turn them off when finished. Do not change or alter office thermostats as they are set for the needs of the normal building occupants. If you notice a park light that needs to be replaced or if the lights are on during day hours, turn in a work request for repair.

Work Schedule

The following information is intended for classified employees of the City of Medford Parks and Recreation. Not all of these policies, such as overtime, holidays apply to temporary workers.

Schedules vary and your supervisor will assign your shift. You must begin work at the beginning of your shift. For instance, an employee who works from 7:00am to 3:30pm must start work at 7:00am. Except for break times, you will work until the end of your shift. In the previous example, the custodian must work until 3:30pm. (Time is allowed

to organize and clean up before the shift ends.) Always be productive throughout your shift.

Breaks

The following break policy is intended for all employees including temporary, part-time, and regular.

Full time employees are authorized a one half hour lunch break (unpaid) and two fifteen minute breaks (paid). The 15-minute breaks must be taken every four hours, as close to the middle of the four hours as possible. A half hour lunch break is required anytime an employee works six hours or more. For example: the employee who works 8 hours/day and starts work at 7:00am will work until 9:00am and take a 15-minute break. At 9:15am the employee will resume work until the lunch break at 12:00pm. At 12:30pm the employee will resume work until the final 15-minute break at 2:00pm. At 2:15pm the employee will resume work until the end of the shift at 3:30pm.

Part time employees are authorized one 15-minute break (paid) for every four hours worked. A ½ hour lunch break (unpaid) is to be taken only if a par-time employee works six hours or greater. For instance, an employee who works from 8:00am until 12:00pm will take a fifteen-minute break at 10:00am and resume work at 10:15am. If for some reason he/she must stay an extra two hours, he/she must take a half hour lunch break (unpaid) from 1:00pm until 1:30pm. This break policy also applies to temporary workers.

Take all breaks at the appointed times unless you have informed your supervisor otherwise.

Overtime

Time worked is all time for which an employee is compensated at the regular straight time rate of pay, except standby time and penalty payment(s) but including holiday time off, compensatory time off and other paid leave. Holidays that fall on an employee's scheduled day off shall not count as time worked toward computation of overtime.

For further information on overtime please reference the most current collective bargaining agreement.

No overtime is to be worked without the prior authorization of management.

Leave

Leave RequestForms

Leave request forms are required for all leave taken. To request leave, fill out the form with the appropriate information and turn it in to your supervisor, or turn one in as soon as you return from an unexpected leave such as sick leave.

Vacation
(Please refer to the collective bargaining agreement for clarification)

- Subject to the operating requirements of the City of Medford Parks and Recreation, an employee shall have his/her choice of vacation time. Vacation requests must be submitted in writing not less than fifteen (15) days prior to the vacation starting time for vacations of five (5) days or more. For vacations less than five (5) days, the written request must be submitted at least five days prior to the starting time.

- Vacation may not be used in advance of accrual.

- In the event of two (2) or more employees requesting the same period of time and the matter cannot be resolved by agreement of the employees concerned, the employee having the greatest length of service with the City of Medford Parks and Recreation shall be granted the time if requested by the employee in writing; provided, however, that an employee shall not be given this length of service consideration more than once in every two years.

The Park Maintenance group encourages employees to work together with their section members to schedule leave times which will accommodate both the employee's leave request as well as the work load for the section. This guideline is to clarify two aspects of the process for requesting vacation leave. Please refer to Human Resources or the Collective Bargaining Agreement for further information.

In order to minimize conflicts that may arise, all leave requests; both approved and disapproved, shall be signed and turned in to the Parks and Recreation office by the appropriate supervisor. For example, if an employee approaches their supervisor with a vacation leave request and they negotiate a different date for the leave, please mark the request disapproved, complete the "alternate dates requested" section and sign the "alternate dates approved" section on the leave request and turn it into the office.

These leave forms are support documents to the official time records and provide important information in the event of an audit as well as in the event of a conflict which may arise later.

Sick
(Please refer to the collective bargaining agreement.)

- Unused sick leave is not paid out at termination, but may be used in retirement calculations.

- Sick leave may not be used in advance of accrual

- Employees who have earned sick leave credits shall be eligible for sick leave for any period of absence from employment which is due to the employee's illness,

bodily injury, disability resulting from pregnancy, necessity for medical or dental care, attendance at an employee assistance program, exposure to contagious disease, attendance upon members of the employee's immediate family (employee's parent, wife,husband, children, brother, sister, grandmother, grandfather, son-in-law, daughter-in-law or another member of the immediate household).

- Certification of an attending physician or practitioner may be required by the City of Medford Parks and Recreation to support the employee's claim for sick leave if the employee is absent in excess of seven (7) days, or if the City of Medford Parks and Recreation has evidence that the employee is abusing sick leave privileges. The City of Medford Parks and Recreation Facilities Maintenance group may also require such certificate from an employee to determine whether the employee should be allowed to return to work where the City of Medford Parks and Recreation has reason to believe that the employee's return to work would be a health hazard to either the employee or to others. In cases of pregnancy, the City of Medford Parks and Recreation division may require a certificate from the attending physician to determine if the employee should be allowed to work.

Employees who use sick leave must complete a leave request and turn it in to their supervisor.

Personal
(Please refer to the collective bargaining agreement.)

- All full-time employees shall be entitled to twenty four (24) hours of personal leave with pay each fiscal year.

- An employee may use such leave for any purpose he/she desires and may be taken at times mutually agreeable to the Facilities Maintenance group and the employee.

Personal leave must be used by June 30th each fiscal year or the hours will be automatically added to the employees vacation hours, provided that the employees banked hours are not at the maximum threshold.

Comp Time
(Please refer to the collective bargaining agreement.)

Compensatory time is accrued when you choose to receive time instead of pay for overtime. An employee can use comp time as vacation leave.

Subject to operating requirements of the City of Medford Parks and Recreation, an employee shall have his/her choice of compensatory time off. If two (2) or more employees request the same period of time off and the matter cannot be resolved by agreement of the employees concerned, the employee having the greatest length of service within the City of Medford Parks and Recreation shall be granted the time off.

Bereavement
(Please refer to the collective bargaining agreement)

Employees shall be eligible for a maximum of three (3) days paid bereavement leave arising from a death in the immediate family of the employee or the employee's spouse. For purposes of this Article "immediate family" shall include the employee's parent, wife, husband, child, domestic partner, brother, sister, grandmother, grandfather, son-in-law, daughter-in-law, or another member of the immediate household. If necessary, an employee may request to use additional earned leave credits or if earned leave credits are not available, leave without pay, at the time of death of an immediate family member and such request shall not be unreasonably denied.

Leave, other than sick leave, may be granted to discharge additional customary obligations, arising from the death of an immediate family member.

Holidays
(Please refer to the collective bargaining agreement)

- The following holidays are observed by classified staff at The City of Medford: New Year's Day, Martin Luther King JR's Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the day after Thanksgiving Day, Christmas Eve Day, and Christmas Day.

SpecialDay
Full time employees are granted 32 hours of paid leave to be used in conjunction with The Christmas and New Year's holidays or forfeit the hours and any unused leave is not compensable in any other manner.

Time Sheets

For part time and temporary employees time sheets must be completed and turned in on time:

Bi-Monthlytime sheet
- The bi-monthly time sheet documents the number of hours for each day of work. The dates run across the top. For each day, the location or work order number is written in the left hand column. The hours are totaled every day in the bottom row. (Round to the nearest tenth, do not use fractions.) The bi- monthly time sheet must be turned in to a supervisor at the end of the two-week period. Since the two-week period ends on a Sunday, it is preferable that it is turned in on Friday, but should never be turned in later than Monday, 8:30a.m.

SpecialEvents

For work on special events, a time card must be filled out with a correct account code and signed by the department supervisor. The special event time card must be submitted on the last work day of the pay period in which the work was performed.

Meetings

Facilities Maintenance group meetings will be held monthly. Because these meetings address safety issues among other things, all employees are expected to attend, including part-time and temporary staff. Additional meetings may be scheduled as necessary. These meetings are for training, passing information, and general communication between the crew and supervisors. If you have any questions or concerns, please bring them up at these meetings.

Training

Training will be conducted at every monthly safety meeting. If you miss one of these meetings it is your responsibility to update your training before the next meeting. Contact your supervisor to schedule a make-up training session.

General Duties and Responsibilities

Work Assignments

Your supervisor may change your assigned area/zone or work group as conditions require. Your area may consist of one area of a park, several areas within a zone of town or an entire park facility. You will work alone or in conjunction with other work groups depending on your area of assignment. If you want to change your work area or work shift, contact your supervisor. You may have a temporary worker(s) assigned to your area; you are responsible for their work so use their support wisely.

Your duties extend beyond your assigned area. As an employee of The City of Medford Parks and Recreation, even though you are directly responsible for your assigned area, you are obligated to provide services wherever you are needed and whenever you notice a deficiency on all city-owned properties. Never just ignore a problem or obligation. If you see something that needs attention and are unsure about what action to take, contact your supervisor.

Responsibilities

Within your assigned area, you are responsible for the following:

CleaningWorkSpaces

- Cleaning is a primary function of all work groups. You are responsible for the cleaning in your assigned work area. This includes everything from the ceiling to the floor of park restrooms, as well as the exterior perimeter of your building(s) (ex. trash, doors, walls, horizontal surfaces, floors, restrooms, drinking fountains, and general exterior). See Cleaning Procedures for details.

- Cleaning also includes all workshop areas, tool cribs, and inventory storage areas. If you use a workshop space you are responsibility to clean and put away everything used and in its correct location.

Lights

- You are responsible for changing burned out lights; interior and exterior unless specialized lamps or extreme height (see Changing Burned Out Lights).

Security

- Since the Park Maintenance Group are usually the only people in the park facilities at night or early morning, it is this groups responsibility to report any security problems, suspicious activity, theft, or vandalism to police
dispatch (see Security).

Safety

- Follow all safety procedures.

Unlocking

- The Landscape Group is responsible for unlocking the park buildings in the morning (see Unlocking Schedule). Unlock entrance doors one half hour before normal building hours (usually 7:30am).

MaintenanceRequests

- All work groups must report any damage or breakage in a building or park facility by turning in a service request or contacting a supervisor. (See Service Requests.)

Supplies

- You are responsible for maintaining a stock of cleaning supplies in your park building needed to perform your duties. If you need supplies, turn in a supply requisition form. All other general maintenance supplies (excluding herbicides and mow supplies) are under and inventory management system through an external supplier. (See Ordering Supplies).

Equipmentmaintenanceandminorrepairs

- During the course of your duties, you must maintain your equipment as needed. All equipment should be cleaned after each use and stored properly. All employees are responsible for minor equipment maintenance and repairs as assigned, to include items such as belt and blade replacement, filter, and minor replacements. All equipment is assigned a unique asset identification number and is scheduled for routine preventative maintenance within the divisions computerized maintenance management (CMMS) program. If electrical or further mechanical repairs requiring specialized licensure are needed, notify your supervisor (see Servicing Mechanized Equipment).

Setups and otherduties

Some special events, such as the Pear Blossom require major setups. All staff groups are often called upon to help setup and take down chairs and tables for such events. Your supervisor may also assign other duties occasionally.

Standards

Below are the specific standards the Facilities Management Work Groups strives for. To meet these standards, each employee must evaluate their area daily and perform any task necessary to maintain this level of cleanliness and operational condition:

- Park restroom floors and walls are bright and clean. There is no buildup in corners or along walls.
- All lights work and fixtures are clean.
- Restroom fixtures and tile are clean and are odor free. Supplies are adequate.
- Trash containers hold only daily waste and are clean and odor free.
- Doors are unlocked at the proper time.
- All mechanical and motorized equipment and utilities are functioning and in good working condition.
- All play structures are safe, clean, and in good working condition.

Maintaining the Standard

Employees must adapt the daily routine, using any procedure necessary, to maintain these standards. In order to do this you must manage your time wisely. There is no way to clean repair every square inch of a building or park facility every day, so you must look at each area individually and service it as needed. Work with your supervisor to develop or modify your service schedule as needed.

Use your entire shift productively and always work to meet the standards - don't just go through the same routine every day. Each day is different and your routine must be flexible. Prepare for busy days by doing the extras on slow days.

Maintenance Activities

Ground Cover and Shrub Maintenance

HerbicidesprayingandSpreading

Herbicide spraying and spreading is done to help control broad leaf weeds and undesirable grasses; minor equipment maintenance.

Equipment and Supplies:

Truck, backpack sprayer, walk behind broadcast spreader, appropriate chemical, water, small hand tool, personal Protective Equipment: rubber boots, rubber gloves, socks, long sleeve shirt, long pants, eye protection, wide brim hat.

Desired Work Standards:

Spot spray all visible broad leaf weeds and undesirable grasses, strictly following the herbicide label. The utmost caution should be taken not to over spray chemical onto desirable plants. Spraying should be done early in the morning because pedestrian traffic is minimal. When broadcast spreading pre-emergent herbicide strictly follow the label.

Procedure:

A) Post-emergent herbicide: read label, mix chemical with water into backpack sprayer, patrol planter beds, tree rings, and wells, sidewalks and hardscape areas spot spraying broad leaf weeds and undesirable grasses.

B) Pre-emergent herbicide: read label, put appropriate amount of chemical into walk behind broadcast spreader, set spreader to disperse appropriate amount of granules, walk planter beds dispensing granules.

Schedule: seasonally, as needed

AnnualBed

The planting of annual flowers in the spring and the removal of annual flowers in the fall. Dead head flowers during growing season.

Equipment and Supplies:

Truck, hand spade, fertilizer, flower flats, leaf rake, plastic bag, Personal Protective Equipment: steel toe boots, gloves.

Desired Work Standards:

In the spring plant flowers 8 to 10 inches apart in the annual beds. Fertilize each plant with bone meal. In the fall after first freeze, hand pull annual plants and rake clean. Dead head flowers during growing season.

Procedure:

A) Planting: dig holes 8 to 10 inches apart, and 3 to 4 inches deep. Add table spoon of bone meal to each hole. Place plant into hole and cover with dirt. Water.

B) Removal: hand pull annual flowers and put into plastic bags. Rake area clean. Place bags into bed of truck. Dispose of bags at compost area.

C) Dead head flowers: prune or pinch heads of flowers.

Schedule: Planting May, Removal October or November after first freeze, dead head as needed.

Fertilizing

Fertilize all plant beds, with backpack sprayer containing liquid fertilizer mix or broad cast spreader; minor equipment maintenance.

Equipment and Supplies:

Backpack sprayer, broad cast spreader small hand tools, fertilizer, Personal Protective Equipment: gloves, eye protection, dust mask.

Desired Work Standard:

Spray each plant at the base to replenish nutrients, broad cast fertilizer evenly.

Procedure:

Inspect sprayer. Fill sprayer with appropriate fertilizer mix. Spray each plant at base if possible or spread.

Schedule: April and October

PerennialBed

Pruning perennials back after freeze in the fall, activity includes removal and disposal of perennial debris.

Equipment and supplies:

Truck, hand pruners, rake, plastic bags….. Personal Protective Equipment: steel toe boots, gloves.

Desired Work Standards:

Pruning perennials back is done to remove dead foliage from plant. All perennial debris should be raked, collected and sent to compost area.

Procedure:

Prune perennial plant 3 to 4 inches from base of plant. Rake debris into piles. Put debris into plastic bags, place full bags into bed of truck, and take to compost area.

Schedule: March thru November as needed.

Pruning

Hand or power pruning of all shrubs and ground covers. Activity includes removal and disposal of plant debris; minor equipment maintenance.

Equipment and Supplies:

Truck, hand pruner, gas pruner, gas, leaf rake, broom, pitch fork, plastic waste bags, small hand tools. Personal Protective Equipment: steel toe boots, gloves, eye and ear protection.

Desired Work Standards:

Pruning is done to remove dead branches and to shape the shrub. All shrub litter should be raked up and removed from grounds.

Procedure:

Inspect equipment, and fill fluids. Operate according to manufactures specifications. Hand prunes dead branches. Use power pruner to shape the shrub. Rake up all clippings and place in back of truck. Take shrub litter to bio mass area.

Schedule: March thru November as needed.

Ground Maintenance

BackpackBlowingHardscapeSurfaces

The removal of dirt, dust, tree and plant litter from all hard surfaces to include parking lot and sidewalks; minor equipment maintenance.

Equipment and Supplies:

Truck, backpack blower, mixed gas, small hand tools, broom, and shovel, Personal Protective Equipment: steel toed boots, gloves, dust mask, eye and ear protection.

Desired Work Standards:

All hard surfaces, sidewalks, parking lots should be free of dust, plant litter and debris.

Procedure:

Pick up ground litter. Inspect equipment, check fluids. Operate according to manufacturer specifications. Keep an eye out for pedestrians and traffic. Blow off all hard surfaces, sidewalks and parking lot. Try to blow into piles. Pick up piles and place into back of truck.

Schedule: March thru August bi-weekly; September thru December daily.

HandWeeding

The removal of weeds (undesirable plants) from turf, groundcover and shrub beds, tree rings and wells.

Equipment and Supplies:

Truck, plastic bag or bucket, hand spade, weed fork, Personal Protective Equipment: steel toe boots, gloves Knee pads.

Desired Work Standards:

Turf, plant beds, tree ring and wells should be free of weeds.

Procedure:

Inspect each area for the presence of weeds. Hand pull or use spade or fork to pull any visible weeds, trying to extract the entire root system. Place weeds into plastic bag, when the bag is full put it into back of truck. Take full bags to dumpster and dispose.

Schedule: April thru October as needed.

HerbicideApplication

Herbicide spraying and spreading is done to help control broad leaf weeds and undesirable grasses; minor equipment maintenance.

Equipment and Supplies:

Truck, backpack sprayer, walk behind broadcast spreader, appropriate chemical, water, small hand tools…..Personal Protective Equipment: rubber boots, rubber gloves, socks, long sleeve shirt, long pants, eye protection, wide brim hat.

Desired Work Standards:

Spot spray all visible broad leaf weeds and undesirable grasses, strictly following the herbicide label. The utmost caution should be taken not to over spray chemical onto desirable plants. Spraying should be done early in the morning because pedestrian traffic is minimal. When broadcast spreading pre emergent herbicide strictly follow the label.

Procedure:

A) Post emergent herbicide: read label, mix chemical with water into backpack sprayer, patrol planter beds, tree rings, and wells, sidewalks and hardscape areas spot spraying
broad leaf weeds and undesirable grasses.

B) Pre emergent herbicide: read label, put appropriate amount of chemical into walk behind broadcast spreader, set spreader to disperse appropriate amount of granules, walk planter beds dispensing granules.

Schedule: post emergent: March thru October, as needed. Pre emergent: 2 times a year March and October

LeafRemoval

Removal of leaf litter from Parks grounds to include parking lots and sidewalks.

Equipment and Supplies:

Truck, backpack blower, mixed gas, small hand tools, plastic tarp, leaf rake, broom pitch fork, Personal Protective Equipment: Steel toed boots, gloves, dust mask, eye and ear protection.

Desired Work Standards:

All lawns, beds, hardscape, sidewalks, parking lot, tree rings and wells should be free of leaf litter, to include adjacent street gutters.

Procedure:

Inspect equipment, fill with fluids. Operate according to manufactures specifications. Keep an eye out for pedestrians and traffic. Blow leaves into piles. Then rake leaves onto plastic tarp and empty full tarp into bed of truck. In areas where backpack blower can not be used, hand rake the leaves into piles. Take full truck to little league compost area, and dump.

Schedule: Daily September thru December, then as needed.

Edging

Power edging of grass bordering concrete, shrub beds, and tree wells. Activity includes litter pick up, clean up, removal and disposal of debris; minor equipment maintenance.

Equipment and Supplies:

Truck, weed eater, extra weed eater line, rake, broom, mixed gas, small hand tools….. Personal Protective Equipment: steel toed boots, gloves, eye and ear protection, long pants, dust mask.

Desired Work Standards:

Turf edging is done to give a manicured look to turf areas that border hard surfaces and plant areas. Edge should follow the contour of the walk, planter, or tree well.

Procedure:

Inspect equipment, fill with fluids. Operate according to manufactures specifications. Edge all areas bordering sidewalks, planter beds, and tree rings; sweep and rake area clean. Dispose of grass clippings in compost area.

Schedule: April thru September weekly

TurfAerating

The plugging of all turf areas with walk behind or PTO driven aerator. Activity includes litter pick up, clean up, and minor equipment maintenance.

Equipment and Supplies:

Truck, walk behind aerator or tractor, gas, oil, small hand tools, irrigation flags, broom, rake, flat shovel, Personal Protective Equipment: steel toed boots, gloves, eye and ear protection.

Desired Work Standards:

All turf areas should be plugged with six inch tines. Any plugs thrown onto sidewalks or planter beds should be swept or raked up and disposed of.

Procedure:

Inspect equipment check fluids. Operate according to manufactures specifications. Mark all irrigation heads and boxes with flags. Plug turf area. Pull flags. Sweep or rake adjacent walks or planters. Clean and service equipment after each use.

Schedule: May thru October, as needed

TurfEdging

Power edging of grass bordering concrete, shrub beds, and tree wells. Activity includes litter pick up, clean up, removal and disposal of debris; minor equipment maintenance.

Equipment and Supplies:

Truck, weed eater, extra weed eater line, rake, broom, mixed gas, small hand tools….. Personal Protective Equipment: steel toed boots, gloves, eye and ear protection, long pants, dust mask.

Desired Work Standards:

Turf edging is done to give a manicured look to turf areas that border hard surfaces and plant areas. Edge should follow the contour of the walk, planter, or tree well.

Procedure:

Inspect equipment, fill with fluids. Operate according to manufactures specifications. Edge all areas bordering sidewalks, planter beds, and tree rings. Sweep and rake areas clean. Dispose of grass clippings in compost area.

Schedule: March, April, October, November, as needed May thru September weekly

TurfFertilizing

The broadcast application of fertilizer to all turf areas. Activity includes litter pick up and backpack blowing or sweeping of sidewalks; minor equipment maintenance.

Equipment and Supplies:

Truck, walk behind broadcast spreader or tractor with hopper, fertilizer, backpack blower, mixed gas, small hand tools, broom….. Personal Protective Equipment: steel toed boots, gloves, eye and ear protection, dust mask.

Desired wok Standards:

Fertilizer should be spread evenly over entire turf area. Any fertilizer thrown on to sidewalks should be swept or blown back onto lawn.

Procedure:

Inspect equipment, and fill with fluids. Calibrate hopper or broadcast spreader. Fill spreader and apply fertilizer. Sweep or blow any fertilizer thrown onto walks, back onto lawn.

Schedule: April and September, all other months as needed.

TurfOverSeeding

Over seeding turf areas that have been damaged by foot traffic, pest and weather. Activity includes minor equipment maintenance and clean-up.

Equipment and Supplies:

Truck, walk behind broadcast spreader, grass seed, backpack blower, mixed gas, small hand tools, Personal Protective Equipment: steel toed boots, gloves, eye and ear protection.

Desired Work Standards:

Over seeding is done on an as needed basis. To be more cost effective only damaged areas should be over seeded.

Procedure:

Inspect all equipment and fill with fluids. Operate according to manufactures specifications. Calibrate spreader, pour seed into hopper, and operate over damaged turf areas; water seed into lawn to help with germination. Use backpack blower to blow any seed thrown on to walks back onto lawn.

Schedule: as needed, April

TurfTrimming

The removal of grass from around sign base, valve box covers, fire plug, and any areas the mower will not reach. Activity includes minor equipment maintenance.

Equipment and Supplies:

Truck, weed eater, mixed gas, small hand tools, leaf rake, broom, Personal Protective Equipment: steel toed boots, gloves, eye and ear protection, long pants.

Desired Work Standards:

Grass is cut at the same height as the lawn 3 ½ inches. All excess grass should be swept or raked up and disposed of.

Procedure:

Inspect equipment and fill with fluids. Keep an eye out for pedestrians. Trim areas. Rake or sweep up any excess grass and place bed of truck.

Schedule: March, April, October, November as needed. May thru September weekly

TurfMowing

Mow all turf areas. Activity includes litter pick up, collection and disposal of grass clippings or mulching; minor equipment maintenance.

Equipment and Supplies:

Truck, 23 inch rear bags walk behind mower, 72", 11', or 590 Toro lawn mower, gas, oil, small hand tools, broom….. Personal Protective Equipment: steel toed boots, gloves, ear and eye protection.

Desired Work Standards:

Turf is mowed at 3 ½ inches each week to give manicured look to turf areas. Lawn is to be mowed in opposite directions from week to week to prevent heavy matting.

Procedure:

Pick up ground litter. Inspect equipment and fill with fluids. Operate equipment according to manufactures specifications. Mow turf at a 3 ½ inch height. Keep an eye out for pedestrians. When rear discharge bag is full, empty it into bed of truck. Dispose of grass clippings at compost area. Clean and service equipment after each use.

Schedule: March to November weekly

GraffitiRemoval

The removal of all graffiti from all hard surfaces to include City Hall building, park benches, waste cans, light poles, sidewalks, signs, restrooms and utility boxes. This activity includes minor equipment maintenance.

Equipment and Supplies:

Truck, chemical graffiti remover, spray bottle, paint, paint brush, rags, pressure washer, Personal Protective Equipment: rubber boots, gloves, eye and ear protection

Desired Work Standards:

All visible graffiti will be removed from hard surfaces to restore surface to original condition.

Procedure:

A) When using pressure washer: before use inspect equipment, check fluids, start operate according to manufactures specifications..... pressure wash top to bottom

B) When using chemical graffiti remover: apply chemical with spray bottle, paint brush, or dry cloth, let stand for 60 seconds, then wipe clean

C) When using paint: Select matching paint color, stir paint, paint over graffiti, let dry, apply second coat if needed

Schedule: as needed

ParkGroundLitter

The removal of all ground litter and debris from parks grounds to include parking lots and hardscapes.

Equipment and Supplies:

Trucks, waste bags, pick up stick, Personal Protective Equipment: steel toe boots, gloves

Desired Work Standards:

All visible ground litter and debris will be collected, bagged, and removed from City Hall grounds.

Procedure:

Patrol all sidewalk, hardscape, landscape areas, and parking lot to include street gutters adjacent to sidewalks. Pick up all ground litter and debris. Put trash into waste bags. Place bags into truck bed. Take bags to Service Center and place into dumpster.

Schedule: January thru December: daily

PressureWashing

Power washing all park benches, waste cans, sidewalks, concrete hardscape, concrete retaining walls, steps and handrails, light pole bases. Activity includes litter pick up and removal and disposal of debris, minor equipment maintenance.

Equipment and Supplies:

Truck, pressure washer, diesel, gas, oil, small hand tools, 150 feet of garden hose. Personal Protective Equipment: steel toed boots, gloves, rubbers to fit over boots, safety glasses, ear protection

Desired Work Standards:

Pressure washing is done to remove dirt and built up grime from hard surfaces. Our goal is to restore all hard surfaces to a clean and sanitary condition.

Procedure:

A) Backpack blows all hard surfaces.

B) Remove trash liners and place in truck. C) Cone off area to be pressure washed.

D) Before use inspect equipment, check fluids and start.

E) Sidewalks: start at one end washing towards opposite end.

F) Concrete Hardscape: start at center washing towards landscape.

G) Steps and Handrails: start at top of handrails washing downwards; Next start at top step washing downwards.

H) Waste Cans: move waste cans to parking lot, wash inside of waste can first, then wash outside of waste can.

I) Park Bench: start at top washing downwards.

J) Retaining Walls: start at top washing downwards.

K) Light Pole Base: start at top of base washing downwards.

Schedule: May thru September, as needed

Paint and Repair Wooden Park Bench and Picnic Tables

Painting and repairing wooden park benches and picnic tables. This activity includes the removal and replacement of any cracked or broken wood boards and hardware.

Equipment and Supplies:

Truck, small hand tools, paint or stain, lumber, paint brush, rags, appropriate hardware. Personal Protective Equipment, steel toed boots, gloves, eye protection, dust mask

Desired Work Standard:

Wooden park bench should be restored to original condition.

Procedure:

Remove bench and place in truck. Take bench to Service Center woodshop or repair and paint in the field. Replace any broken, worn, or cracked slats. Sand all wood and metal bases. Paint or stain wood and metal base with appropriate color. Let stand for 24 hours or until paint is dry. Return bench to Park and place in appropriate spot.

Schedule: May, annually

Irrigation Maintenance

Monitoring, Inspection and Repair

Monitoring is done daily while doing other activities, always keeping an eye out for leaking or weeping heads, standing water, and soft spots on the grounds. Inspection is done to check each head, and valve for leaks. Repair is done as needed.

Equipment and Supplies:

Truck, irrigation fittings and supplies, hand tools, shovels. Personal Protective Equipment: steel toed boots, gloves.

Desired Work Standards:

Monitoring should be done daily. Inspection should be done once a month, checking each head for leaks and direction of water throw, and each valve for leaks. Repairs should be done as needed.

Procedure:

Turn station on, inspect each head and valve. Move on to next station. Keep an eye out for broken water lines. Check each quick coupler for leaks.

Schedule: April thru October, daily.

Turning Irrigation System Off

Shutting automated irrigation system off for the winter. Activity includes blowing water lines out with compressed air.

Equipment and Supplies:

Truck, air compressor, gas, oil, hand tools, 100 feet air hose, appropriate air fittings, irrigation fittings, Personal Protective Equipment: steel toed boots, gloves, eye and ear protection.

Desired work Standards:

Automated system should be turned off. System mainlines, backflow device, and sprinkler heads should be blown out to allow for freeze expansion. Any noticeable repairs should be done.

Procedure:

Inspect equipment and fill with fluids. Operate according to manufactures specification. Turn water meter off. Insert quick coupling valve to relieve system pressure. Apply compressed air at back-flow preventer to purge water from the system. When the majority of the water is evacuated, all stations on the controller are activated one by one to purge lateral lines and sprinkler head bodies. Ball valves should be turned at a 45 degree angle. The controller clock should be turned off.

Schedule: October, annually

Turning Irrigation System On

Turn on the automated irrigation system in the spring. The activity includes turning the clock on, setting start times, inspecting each station for repairs.

Equipment and Supplies:

Truck, irrigation supplies, shovels, water probe, hand tools, Personal Protective Equipment: Steel toed boots, gloves

Desired Work Standards:

Clock should be turned on, and desired watering times and days programmed into the clock. Turn each station on, one at a time, and inspect for repairs. The system should have no leaks or weeping heads. Each head should be spraying in the direction it was intended to.

Procedure:

Turn water on at meter, perform backflow test. Program watering times and watering days into the time clock. Turn on each station individually. Inspect each head and valve for leaks. Adjust any head that is not spraying in the right direction. Watch carefully for any wet spots or soft spots on grounds. This could mean a broken line.

Schedule: April, annual

Tree Maintenance

Monitoring,Inspection

Tree monitoring is done to keep an eye out for any stress that the tree may be experiencing. This activity can be done while doing routine maintenance activities on the grounds. Tree inspection is done to take a closer look at each individual tree.

Equipment and Supplies:

Truck, water probe, pocket knife, inspection form.

Desired Work Standards:

Tree inspection should be done on a daily basis during growing season. Inspect each tree for broken, cracked, dead, and hanging branches. Inspect tree for any signs of stress; leaf die back, leaf wilt, unusual discoloration, insect pest. Inspect tree rings for weeds and moisture. Record any notable problems and report them to city arborist.

Procedure:

Visually inspect each tree for stresses, and broken or dead branches. Inspect tree rings for moisture with water probe, and visually inspect for weeds.

Schedule: January thru December, daily.

Pruning

The removal of hazard, diseased, crossover, dying, broken, rubbing, suckers, water spouts, or dead branches. Activity includes; minor equipment maintenance, clean up, removal and disposal of tree debris.

Equipment and Supplies:

Truck, boom truck, mixed gas, small hand tools, hand pruners, loppers, extension manual and gas pruner, chain saw, leaf rake, pitch fork, flat shovel, broom, Personal Protective Equipment: steel toed boots, gloves, hard hat, chaps, reflective safety vest, safety harness, safety cones.

Desired Work Standards:

Pruning is done to reduce the risk of failure by establishing a structural pruning program. Provide clearance from buildings, light poles, power lines, and walk ways. Reduce shade and wind resistance. Maintain the trees health by cleaning the trees crown and removing dead, diseased, and rubbing branches. Influence flower or fruit production. Improve a view and improve aesthetics.

Procedure:

Inspect all equipment and fill with fluids. Operate equipment according to manufactures specifications. Arborist or park technician will inspect each tree and decide if any pruning needs to be done; pruning is done on an as needed basis. If pruning is warranted cone off area, post spotter or flagger at a safe distance from tree to control pedestrian traffic. Prune tree from top of crown downward. After pruning buck-up (cut into smaller pieces) any large branches to make them more manageable, rake and sweep up all debris and place into back of truck. Take all debris to bio mass area.

Schedule: as needed

Daily & Routine Duties

Planning Each Day by Priority

Categories & Priorities

Park facilities can be divided into several different areas that are categorized by their usage. These are: public use areas, pathways, offices, and landscaping. The servicing priority of each area depends on the number of people that use the area. For instance, all public restrooms, play structures, and aquatic facilities are high priority because they are used by everyone who enters a building or park area.

Every day employees should use the established standards of responsibility and the following priorities to establish a daily plan that will allow you to make your areas as presentable as possible with the time you have each day.

Public Areas

Building entrances, lobbies, hallways, restrooms, conference rooms, elevators, aquatic facilities, and open park spaces are all used by all occupants of a building and the general public. Conference rooms are vital to the mission of the City of Medford. All the city staff use the conference rooms to conduct business. These areas are also high daily priority.

Pathways

The exterior walkways of buildings and parkways are important to the overall appearance of the building and park facility and the general safety of the general public using these areas. Public pathways are a medium daily priority.

Offices

Offices come in two types: Administrative and general use. Administrative offices are used by department personnel every day and are a medium priority. General offices, however, are used irregularly by only one person and are low daily priority.

Mechanical Spaces

Although mechanical spaces are not used by the general public, these spaces are critical for the safe operation of most building and park facilities. Consequently, all mechanical spaces must be checked on a daily basis. These areas are also high daily priority.

Landscaping

The overall appearance and maintenance of each parks' landscape is essential to the public appreciation of these spaces. Proper daily maintenance is also critical to the safety of the general public in regard to fire hazard, level terrain, and efficient irrigation practices. For these reasons, daily landscaping maintenance is a medium to high priority.

Routine

There are certain tasks that you perform every day. Organize these tasks into a routine that saves time and effort. Do things efficiently. For instance, remove trash in an area in an orderly fashion while also looking for changes in each park area that requires attention.

As you go through your routine, however, keep in mind the established standards of responsibility and the daily routine outlined by your supervisor. Sometimes it might be necessary to skip one part of your routine in order to perform another more critical task that improves the overall cleanliness of a park facility. Always be aware of the state of your areas and adapt your routine every day to maintain the appearance and operation of your assigned areas.

Park Trash Collection

Equipment

- Barrel liners
- Towel
- General Purpose Cleaner
- Personal Protective Equipment (See Safety Suggestions)

General Description

Trash removal is a major part of daily park restroom cleaning. Trash removal consists of emptying all trash and replacing liners as needed; checking public areas for trash on the ground (see Additional Notes); and placing the trash in a designated area for pick up.

Safety Suggestions

- Wear gloves
- Wear eye protection if splashing is possible
- Never try to compress the trash – you could impale yourself on a needle or piece of glass.

Procedure

1. Line the barrel with a barrel bag.

2. Decide on an area to collect trash. Begin on one end of the area and proceed in a logical and efficient manner until the entire area is collected. If collecting trash in early morning before park opening, unlock each restroom door as you come to it.

3. Empty the trash bags into your collection vehicle. If the trash bag is not visibly soiled, does not have an odor, is not torn, and is dry, reuse the bag.

4. Clean the trash can if necessary. Sometimes a liner might leak into the can making it necessary to clean and rinse the can. After rinsing place the can upside down to dry. After you have completed the trashing routine, put the can back and replace the liner.

AdditionalNotes:

- Change the liner only if it is soiled.
- If you find personal items turn them in to the city lost and found station. Do not try to contact the owner yourself. Litter is anything that is obviously trash

such as candy wrappers, soda cans, etc. Anytime you don't know if you should trash something, contact your supervisor.

Recycling

Equipment

- Clear trash bags, large
- Cable ties
- Towel
- General Purpose Cleaner.
- Personal Protective Equipment (See Safety Suggestions)

General Description

Facilities Maintenance Landscaping Work Group is responsible for the collection of recycling stations throughout the park facilities.

Safety Suggestions

- Wear gloves if necessary.
- Never try to compress the trash – you could impale yourself on a needle or piece of glass.

Procedure

- Check recycle containers as you collect trash. When a container is more than half full, empty it into a clear plastic bag.
- Tie the bag shut with a cable tie.
- Replace bags as necessary.
- Clean recycle containers regularly, especially the tops.
- Place recycle (tied closed) in designated location. Bags must not weigh more than 25 pounds.

AdditionalNotes:

- Empty recycle materials from designated containers only.

Sweeping

Equipment

- Angle broom
- Push broom
- Dustpan
- Personal Protective Equipment (See Safety Suggestions)

General Description

Use a bristle broom to sweep uneven, rough-surfaced floors, or areas that have a heavy accumulation of trash or soil. Sweep in short strokes, occasionally tapping the bristles against the floor to loosen dirt stuck in the broom. When you use a push broom, sweep in overlapping straight lines across the floor. Pick up the dirt with a dustpan as soon as you are finished sweeping.

Safety Suggestions

- No safety gear is required but a dust mask is recommended if you are sensitive to dust.
- Keep you're back straight and the broom handle close to your body for better leverage.

Procedure

- Use a push broom for large exterior areas. Sweep in overlapping straight lines with the broom in front of you. Use short strokes as you move in a straight line – push the debris a short distance, pick the broom off the ground, bring the broom back towards you, set it down and push the debris again. Continue this technique until the whole area is swept into a pile.
- Use an angle broom for smaller areas. Use short strokes like the push broom, but don't push the broom in front of you. Keep the broom near your feet and sweep the debris a little at a time, overlapping each stroke.
- Pick up the piles with a dust pan.

Snow and Ice Removal

Equipment

- Shovel
- Ice melt

- Personal Protective Equipment (See Safety Suggestions)

General Description

All Maintenance groups share the responsible for removing snow and ice from the exterior walkways leading into the administrative and public use buildings. Snow is shoveled to allow access to the buildings and ice melt is spread over the walkways to melt ice or to prevent wet areas from turning into ice. Start snow and ice removal before 7:00 am if possible.

Safety Suggestions

- Wear a back brace when shoveling if needed.
- Use caution when working in icy conditions.
- Wear gloves.

Procedure

1. Start near the building and shovel the snow to the side. Clear as much walkway as possible.
2. Shovel stairs.
3. Shovel to the streets or parking lots.
4. Spread ice melt on any icy or wet surfaces. Use liberally, but don't leave piles.

Don't forget the stairs.

AdditionalNotes:

- Use the shovel like a snow plow to push the snow aside rather than lifting and throwing it.
- Remove any snow accumulation from the stairs and walkways of each building by zone before 7:00 a.m. Apply de-icer on icy areas and on wet areas that might become icy later in the day.

Changing Burned Out Lights

Equipment

- Ladder
- Light Bulbs (correct type and wattage)
- Screwdriver (some covers must be unscrewed)
- Personal Protective Equipment (See Safety Suggestions)

General Description

All work groups are responsible for replacing burned out light bulbs. During your daily park maintenance and restroom cleaning, check all light fixtures for burned out bulbs. Some light fixtures are not reachable without a hydraulic lift or require special training to replace; when a lamp requiring special tools or training to change, submit a request for the Utilities Technical Group to repair.

Safety Suggestions

- Wear gloves
- Wear safety goggles
- Follow proper sharps handling procedure for broken bulbs.
- Dispose of bulbs properly.
- Do not use a ladder taller than ten feet to change lights.

Procedure

1. Put on gloves and safety glasses.
2. Place a ladder to allow access to the fixture.
3. Remove or open the cover.
4. Remove the bad lights.
5. Replace the bad lights.
6. Clean the cover and replace. Make sure the cover is secure.
7. Put the bad bulbs in a box labeled "BAD BULBS." Call your supervisor when the box is full.

I n c a n d e s c e n t: To replace a burned out incandescent light, turn it off if you can. Remove and replace the bulb and globe or shade. Replace the bulb with one of the
same wattage.

F l u o r e s c e n t : To replace flickering and burned out fluorescent lights turn off the light if you can. Remove or lower the diffuser (cover). Remove the tube by rotating it 90 degrees and sliding the pins out of the holders. Insert a tube of the same wattage and color spectrum and rotate it into position. The small indentations on the ends of the bulb should be pointed directly down. If the fixture contains more than one fluorescent bulb, replace all of them, even if they still work. The logic behind this is based on average bulb life and labor savings: if all the bulbs in the fixture were replaced at the same time, and the average lifespan of the bulbs is equal, then the bulbs that still work are at the end of their life span and would have to be replaced soon anyway. By replacing them all at once, the labor cost you save greatly outweighs the value of the remaining bulb life.

AdditionalNotes:

- Do not put fluorescent bulbs in the trash. Designate a box for burned out bulbs. Label it "Bad Bulbs." When this box is full, contact your supervisor.

- We do not replace light bulbs in personal lamp/fixtures.

- Replace all fluorescent bulbs in a fixture even if some are still working.

- Check all exterior lights.

Park Restrooms

Equipment

- Custodial Closet minimally stocked with toilet paper, paper towels, sanitary napkin bags, soap, and dispenser keys.
- Johnny-Mop and bucket
- Disinfectant cleaner (see Chemicals)
- Glass cleaner
- Squeegee
- Cream or Powder Cleanser
- Towels
- Mop and mop bucket
- Personal Protective Equipment (See Safety Suggestions)

General Description

Proper restroom cleaning is the most important public restroom service. Nowhere else is sanitation so important. It demands professional skill and efficiency.

Unpleasant odors in restrooms are almost always the result of bacterial growth. Covering up the odors with aerosols or deodorant will not eliminate the bacteria. Only daily cleaning with germicidal detergent will sanitize restroom surfaces.

By following these procedures, you will save time and effort, and your building will meet expected standards. Use the cleaning equipment to your advantage. A clean and organized custodial closet and cart are essential to performing these procedures efficiently. Always wear gloves when cleaning restrooms. Wear safety glasses if needed.

Safety Suggestions

- Wear gloves.
- Wear safety glasses when splashing is possible.
- Use caution when emptying trash and sanitary napkin bags – watch out for needles and blood. Do not compress the trash with your hands.

Procedure

Daily Procedures:

1. Stock cart; prepare chemicals, put on gloves and other necessary PPE.

2. Prop open doors and pick up any trash on the floor.

3. Johnny mop (with disinfectant) the sinks and counters making sure to get around and behind the fixtures. Use the Johnny mop designated for the sinks. Never use acid bowl cleaner, abrasive cleanser or a pumice bar to clean chrome fixtures or pipes. If there are visible deposits of lime scale, scrub the faucets and pipes with germicidal detergent, using a sponge or white cleansing pad.

4. Johnny mop the toilets (using the Johnny mop designated for the toilets). First put the seat down and Johnny mop the top of the seat; then Johnny mop the rear of the toilet and around the fixtures. Lift the seat and Johnny mop the underside of the seat and the rim of the toilet. Then mop the inside of the bowl, making sure to clean the entire bowl, including under the rim and below the water line. Finally, clean around the outside of the bowl all the way down to the base of the toilet (refreshing the disinfectant on the Johnny mop as needed). Check the floor around the base of the toilet regularly and clean if necessary (you may have to use your Johnny mop where the regular mop won't reach). If the Johnny mop becomes soiled, rinse it in the toilet, flushing periodically to remove the soil.

5. Clean urinals the same way, using the Johnny mop designated for the toilets. (First you must remove cigarette butts and trash from the urinal and flush it.) Johnny mop around the fixtures, the entire inside of the urinal, and the rim and underside. Check nearby walls/surfaces for urine and Johnny mop as necessary.

6. Johnny mop all of the sinks, toilets, and urinals in one restroom and then move to the next restroom (on the same floor). The disinfectant must now sit for 10 minutes.

7. Clean the mirrors with a window washer and squeegee.

8. Check and restock paper products and soap dispensers.

9. Check and replace lights.

10. Remove the trash.

11. By now the disinfectant has had time to work so you can wipe everything down.

With a clean towel, preferably the pink micro-fiber cloths, wipe the sinks and countertops including the fixtures. (It is important to thoroughly wipe around the base of all fixtures to prevent buildup.) When wiping the toilets, first do the rim and underside of the seat; then put the seat down and wipe the top of the seat and the rear of the

toilet, including the fixtures. Before leaving each stall, clean any dispensers and be sure to wipe down the stall and stall door as needed.

12. Check all dispensers, horizontal surfaces, doors, and doorknobs and clean as needed. Dust and cobwebs can build up in many places: mirror tops, light fixtures, partitions, ceiling corners, air vents, tops and sides of lockers, door frames and window sills. You must clean these places as often as necessary to prevent this accumulation. Use a ladder to dust high areas; don't stand on toilets seats or trashcans.

13. Mop the restroom. Use a neutral cleaner or a neutral disinfectant, or use an HP Citrus solution (this is preferred). MOP ALL RESTROOMS DAILY.

AdditionalNotes:

Removingbuildup

Above is the standard procedure for daily cleaning. However, occasionally (1 or 2 times monthly) you will need to use Cream Cleanser, a pumice stone, or Sanicleanse to remove any buildup or water rings. Do this as needed, a little each day. Don't let every toilet get rings before you decide it is time to scrub. Scrub one toilet or one sink a day if necessary. If you do the routine cleaning properly the buildup will be manageable on a daily basis. Clean any stainless steel (including fountains) with stainless steel cleaner as needed.

If you use a pumice bar be sure to keep it wet. Use a sponge with a scrub pad with the Cream or Powder Cleanser. Rinse thoroughly after scrubbing.

*NOTE: Do not get SaniCleanse on any fixtures because the acid will damage the finish.

Chemicals

Fill your Johnny mop containers with appropriate disinfectant (CoastWide, SE 66 diluted for restroom cleaning). For mirrors and glass fill a spray bottle with appropriate glass cleaner (CoastWide SE 64 Multisurface Cleaner). Use a neutral cleaner such as CoastWide, SE 64 to mop the floor.

RemovingTrash

Be sure you are wearing rubber gloves to protect your hands from dirt, bacteria, and chemicals. Pick up loose trash lying on the floor and put it in the trashcan. Remove the trash bag, placing it in your collection vehicle.

Clean and disinfect the trashcan if necessary. Spray germicidal detergent from a spray bottle all over the can and its lid, if it has one. Wipe it clean with a cloth or sponge. If it is metal, dry it with a clean cloth to prevent rust.

In women's restrooms, empty the small cans or wall containers that hold sanitary napkins. Fold the top of each liner over and take it out. Dispose of all the bags in your

collection vehicle. If necessary, spray the inside, outside and top of each napkin can with germicidal detergent and clean it with a cloth or sponge. If all the stains don't come off, use a specialty cleaner. Get a fresh liner for every can from your cart. Put in new liners and replace the lids.

Paper Towel Dispensers

If you can't tell if a dispenser needs refilling by looking in the slot, open it. If it is less than half full, refill it. Be sure that all the towels go in the same direction, not upside- down. Fold the new towels into the old so they will dispense correctly. (Do not overfill dispensers, as it will cause the towels to tear before it pulls out of the dispenser.) Close the dispenser and pull out a few towels to see if it works.

To clean the outside of the dispenser, spray germicidal detergent on a cloth or sponge and wipe it clean. If it is chrome or stainless steel, use a specialty cleaner to polish it.

Toilet Paper Dispensers

Replace the roll in a one-roll dispenser if it has less than one-fourth of an inch of paper. Refill two-roll dispensers when one is empty. When refilling the Jumbo dispensers, open the dispenser and move the used roll to the left side and put a new roll in the right side. Check to see that the paper unrolls freely and from the top. On single roll dispensers, make sure the spindle is locked in place. To clean the outside of the dispenser, spray germicidal detergent on a cloth or sponge and wipe it clean, or wipe it down when you wipe down the toilet.

ClearingRestrooms

Clear the restroom of the opposite sex before entering it to clean. Open the door a few inches, knock loudly and announce that you are going to clean the room. If no one answers, open the door all the way and repeat the procedure. If again no one answers, begin cleaning.

Another way to clear the room is to open the door a few inches, reach in for the light switch and flip it on and off a few times. If no one answers when you announce that you are going to clean, go in.

If some one does answer, either wait outside the door until he or she leaves or clean somewhere else first.

BlockingDoorways

Block the doorway so no one can enter, this is for public's safety and your convenience; others can slip on wet floors or you could hit someone with a mop handle. People can dirty your clean floor or interrupt your work.

Wedge the door open at the bottom with a wooden or rubber wedge or set your supply cart in front of the door. Either method should let people know they should use another restroom when you are working there.

WetMopping

Wet-mop the floor with neutral germicidal detergent solution or a general purpose neutral floor cleaner. Wring out the mop head until it doesn't drip. Edge the room by mopping next to the baseboards, and then mop the entire floor, beginning in the corner farthest from the door.

About once a month, whenever it looks dirty, machine scrub the floor if possible. If dirt, oil or grease is tracked in, you may have to scrub it more often than once a month.

FloorDrains

Once a week, pour about a gallon of the germicidal detergent solution you have used to mop the floors down floor drains in restrooms and all other areas. This will prevent sewer gas from backing up into the building.

Odors

Occasionally a restroom will develop an odor and it can be hard to find its origin. If the restroom is cleaned according to these procedures, the odor's most likely cause is the floor drain. Use a product such as Eliminator or Super Chemzyme as directed on the label to eliminate floor drain odor.

If the odor is not coming from the drain, the next likely cause is the area around toilets and urinals. Unfortunately, many types of human excrement, such as urine and vomit, do not find their mark. Urine, especially in men's rooms, can fall on surfaces that are often neglected in daily cleaning. When the toilet is not sealed where it meets the floor, urine or any other moisture can get underneath and promote bacterial growth. (The bacteria cause the odor.) You must eliminate the odor, not just cover it with air fresheners. First, clean the toilets or urinals as described in the Cleaning Toilets section. Also clean nearby walls and surfaces. Clean all surfaces using ample disinfectant.

If the odor persists after several thorough cleanings, try a 1:10 bleach solution. USE CAUTION when working with bleach. Concentrate on the underside of toilets and all areas that urine might run. Mop the floor with the 1:10 bleach solution, again concentrating on the areas near toilets and urinals.

DrinkingFountains

Drinking fountains should be cleaned the same way sinks are cleaned. Fountains made of stainless steel or brass must be polished with the appropriate metal cleaner/polish as needed.

Restroom Closets and Chases

Well-maintained chases provide the foundation for a well-maintained restroom. Every chase must be kept in such an order that any employee can enter and begin cleaning

immediately. The storage areas should be completely stocked, the supplies should be organized and adequate, and the equipment should be ready to use.

- Maintenance chases and mechanical areas must be kept clean and organized at all times.

- All closets and chases should have an adequate supply of stock for daily use. Stock before leaving so everything is ready when you start work.

- Keep heavy items on bottom shelves or floor.

- All containers must be properly labeled (See Hazard Communication Program).

- Hang up all brooms.

- Dust mops should be cleaned daily and treated as necessary. Hang them up.

- Store extra dust mop heads and dirty dust mop heads in separate metal containers with lids.

- Rinse wet mops after use and hang head-down. Rinse mop buckets.

- Clean all equipment and store properly at the end of shift.

- Every main closet or chase should have a copy of the daily procedures for the building and a diagram of the light panel locations including a list of the necessary lights.

Supplies and Equipment

Ordering Supplies

All Park Maintenance work groups are responsible for maintaining an adequate stock of supplies for their area. Along with restroom cleaning supplies, this includes general building repair items, also known as consumables. Materials required to complete special projects requiring new installations are also drawn from this stock supply.

Restroom supplies should be checked regularly and ordered when the amount of any item(s) is running low; submit requested items to your supervisor. Cleaning supplies are delivered on Monday and Wednesday so plan accordingly.

For building repair consumables, special projects, or maintenance items, such as plumbing, electrical, HVAC, park and irrigation, and safety supplies, the city is using Grainger Industrial Supply to maintain predetermined stock levels in four (4) locations; Service Center, Service Center South, Hawthorne, and City Hall. The primary stock supply for all Facilities Management groups is located at the Service Center on Columbus Ave.

Park Maintenance Repair Consumables

The general supply categories listed below are kept in stock for building repairs on a daily basis. Plan ahead and order what you need so you don't run out.

PlumbingSupplies

Grainger in combination with several suppliers, such as Ferguson plumbing and Budge McHugh are the preferred suppliers for the Parks and Recreation group. Items on hand are irrigation, potable, and waste plumbing fittings, valves, piping, and general plumbing repair items required to maintain all building, park, and aquatic facilities.

ElectricalSupplies

Grainger in combination with several suppliers, such as North Coast Electrical and Eoff are the preferred suppliers for the Parks and Recreation group. Items on hand are fittings, piping, lighting, wiring, and general electrical supplies required to maintain all building, park, and aquatic facilities.

Custodial Supplies

Grainger and Coastwide Labortories are the preferred suppliers for the Parks and Recreation group. Items on hand are toilet paper, disinfectant, cleaners, disposable gloves, Mutt Mitt baggies, paper towels, and cleaning supplies required to maintain a11 park restrooms.

Cleaning and Maintenance Equipment

SprayBottles

Spray bottles are used to dispense a variety of cleaners. You will use spray bottles for glass cleaner, general purpose cleaners and any chemical you need to spray.

Always label the bottle correctly and be sure to wear safety glasses when necessary.

Towels

Rags are used for general cleaning and wiping of surfaces. Collect your dirty rags and inform a supervisor when you need them washed. Keep a batch of clean ones to get you through until the dirty rags are washed.

Microfiber Towels are made of microfibers that attract dirt and dust. These are excellent or wiping down restroom fixtures and window cleaning.

PuttyKnife

This is a handy tool to have on your cart. It is mainly used to scrape gum off floors but it has many other uses.

RazorBlades

Razor Blades are used to remove tape, glue, or other materials from surfaces. The most common use is to remove tape from windows or mirrors. Always make sure the surface is wet before scraping with a razor. Be careful not to damage the surface. Use extreme caution as razors are very sharp.

HighDusters

High dusters are used to remove cobwebs from around ceilings and to dust tops of shelves, vents, pipes, and anything too high to reach with a feather duster.

SafetyGlasses&Goggles&FaceShields

There are varying degrees of eye protection. Always use the appropriate protection for the task. Any of these are available upon request – contact your supervisor.

Safety glasses are shatter proof glass worn like regular glasses. Some have side shields for additional protection.

Safety goggles enclose the entire eye area and are held on the head with an elastic strap.

Face shields protect the entire face. A face shield has an adjustable frame that fits on the head and a plastic shield that swivels down over the face.

DustMasks

Dust masks come in many varieties. They cover the nose and mouth and prevent dust and particles from being breathed in. Dust masks should never be used in place of a respirator.

RubberGloves

Rubber gloves are an essential part of your Personal Protective Equipment repertoire. They come in all sizes and several different types, each designed for a specific use.

Chemical resistant gloves are used when you need a heavier duty glove to perform aggressive cleaning or are working with strong chemicals. These gloves can be washed and reused.

Disposable Gloves are the main type of glove used by the Facilities Maintenance operation. These are to be worn for almost every task performed by employees in the parks. Restroom cleaning, trash removal, and chemical handling are the duties most frequently performed that require gloves.

BowlSwabs(JohnnyMops)

Bowl swabs have a plastic handle, generally blue, and a white fluffy head at the end. The Johnny mop is used in restroom cleaning. It is used to clean fixtures (sinks, toilets, urinals) by applying disinfectant cleaner while at the same time lightly scrubbing the fixtures.

Plunger

Plungers are used to unclog toilets, sinks, and water fountains. You can also use it to remove the water in a toilet so you can clean below the water line. There should be a serviceable plunger in all closets and chases of every building.

MopBucketandRinger

There are several varieties of mop buckets and wringers.

The small plastic bucket without wheels is used with the white cone mops. It has a plastic wringer that snaps onto the top of the buckets. To wring the mop you place the cone mop in the wringer and twist the mop while pushing down.

Most mop buckets have wheels and a detachable handle operated wringer. These are used with the standard mops. To wring the mop, place it in the wringer and pull the handle to squeeze the water out of the mop.

The Unger smart mop system uses a flat mop and the bucket has two compartments for dirty and clean water. The wringer goes over the dirty water side. To wring a flat mop, step on the gray button on top of the mop to collapse the frame. Rinse the mop in the dirty water side and wring it out; then rinse the mop in the clean water wide and wring it out again. In order to lock the mop frame in the flat position you must spin the mop as you move the mop head to the floor. The spinning will force the edges of the mop outward and the frame will lock when the mop hits the floor.

Mops

There are many types of mops with as many uses. Mops are used for cleaning and to apply chemicals or finish. Use the following guidelines to choose the right mop for the job:

Mops come in different sizes. There are small, medium, and large mops. There are also flat mops and mops designed for rough surfaces. There are mops made specifically to apply finish. Make sure you use the proper mop for the task at hand.

Cotton mop heads are generally natural in color. They are extremely absorbent and should be reserved for damp mopping, rinsing a floor, or applying a stripping agent.

Synthetic mops are typically made of rayon and are less absorbent than cotton mops. Since they tend to hold less moisture, synthetic mops are ideal for applying floor finish. The synthetic fibers "release" the finish more easily, which results in an even application.

Blended mops are a combination of materials, usually cotton and rayon. They may be used for damp mopping, rinsing, applying stripper, and adding finish to a floor.

When you have decided on which mop to use for each application, be sure to label the mop and never use it for another purpose. For instance, if you use a mop to apply stripper, never use it to clean with or to apply wax.

After each use, mops should be thoroughly cleaned and hung to dry. Do not use bleach to clean mop heads used for maintaining or applying finish. Bleach is an oxidizer and not compatible with floor finish, and will cause the finish to coagulate.

DeckBrush

Deck brushes are hard bristled brushes, about half the size of a regular push broom, that are used to scrub cement and other rough surfaces. Some have longer bristles that are less aggressive. Some have short, rigid bristles that are very aggressive.

Brooms

Brooms are generally used to sweep rough surfaces like concrete or small areas where a dust mop can't reach. Use a broom and dustpan to pick up piles of debris collected while dust mopping. Push brooms are wide, rectangular brooms use in a pushing

motion to sweep large, rough surfaces. Angle brooms are smaller and have angled bristles.

Dustpan

Use a dustpan to pick up trash and debris after sweeping. Some dustpans, called lobby dustpans, have a handle and swivel at the base so you don't have to bend over to pick up the debris.

SnowShovel

Snow shovels are used to remove snow. Use a plowing motion rather than lifting whenever possible.

Ladder

Ladders are used to change lights and clean high areas. There are 2, 4, 6, 8, and 10 foot ladders available to park technicians. See Ladder Safety for specific instructions.

Servicing Mechanized Equipment

EquipmentMaintenance

All mechanical equipment located in park and administrative buildings are scheduled through a computerized maintenance management program (CMMS) called Maintenance Connection. These scheduled repairs are called preventative maintenance (PM) work orders and are completed by all work groups under the Parks and Recreation Facilities Management division.

Minor Repairs

Occasionally equipment breaks down. Many times the problem is easy to fix:

- If a piece of equipment stops working properly, check for the obvious problems and make sure you are following the proper procedure for its use. If you don't know what's wrong with the machine or if you can't repair the machine by replacing parts such as belt, cord cap, or fuse, call your supervisor.

- A supervisor must be informed of any broken equipment or any equipment that needs maintenance so that a work request can be submitted to the CMMS.

Cord Caps

Plugs go bad on all types of equipment, not just vacuums. Replacing a plug is considered a minor repair and is part of the user's responsibilities.

Within the electrical cord are three wires – black, white, and green. If a piece of equipment does not get power, unplug it and unscrew the plug cover to see if the three wires are still connected inside the plug. Sometimes you can just put a wire back in the proper hole to solve the problem. If the wires are connected, replace the plug:

1. To replace the plug, first cut the old one off.

2. Remove about 1 ½ inches of the cord cover from the end, exposing the three wires inside.

3. Strip the three wires to expose about ¼ inch of bare wire.

4. Most plugs come in two pieces – the cover and the plug. Make sure to slide the cover on the cord before connecting the wires.

5. Plugs vary in the way the wires are attached, but usually you just insert the wires into the appropriate hole and tighten a screw(s).

6. The black wire is inserted into the hole leading to the gold prong. The area around the hole might be gold as well.

7. The white wire is inserted into the hole leading to the silver prong. The area around the hole might be silver as wall.

8. The green wire is the ground and is inserted into the hole leading to the ground prong.

9. Once the wires have been inserted and secured, slide the cover over the plug and tighten the screws. The three wires should not be visible once the cover is on.

10. Tighten the clamp on the back of the cover to hold the wires secure.

SmallGaspoweredequipment

(Place holder)

Safety

Employer/Employee Responsibilities

Employer

The employer must provide each employee a place of employment free from recognized hazards that are causing or are likely to cause death or serious harm to the employees; and must comply with occupational safety and health standards, rules, regulations, and orders issued under the Oregon Safe Employment Act of 1973.

Employee

The employee must comply with all occupational safety and health standards, rules, regulations, and orders issued under the Oregon Safe Employment Act of 1973 that apply to their own actions and conduct on the job. Disregard for safety procedures can result in discipline, up to and including dismissal.

General Safety Guidelines

- If you see or detect a hazardous condition, including chemical spills, storage odors, or damaged asbestos-containing material such as pipe insulation, report it to your supervisor.

- Wear personal protective clothing or safety devices as directed by your supervisor.

- Wear rubber gloves and eye protection when using cleaning agents or chemicals that may injure the skin.

- Wear protective gloves when handling sharp objects such as scrap lumber or metal. Do not place hand into trash containers unless you are wearing protective leather or heavy plastic-coated gloves.

- Head protection shall be worn when falling objects may be a hazard.

- Approved safety belts and life lines may be required for off-the-ground work.

- When the weight of a load or object is beyond your lifting capacity, use mechanical lifting devices whenever possible. Otherwise, get help from other employees.

- Do not use power equipment that is not mechanically safe. Report any unsafe condition of power equipment to your supervisor.

- Do not leave power equipment or machines running unattended.

- Do not leave equipment where anyone can trip over them.

- Do not park equipment in front of electrical panels, fire equipment, or in exit aisles.

- Do not push power equipment with forklifts or other vehicles.

- Be sure to post wet hazard areas with warning signs.

- Use only those chemicals which have been approved by your supervisor. DO NOT MIX CHEMICAL AGENTS without prior approval.

- All chemicals used or handled shall be properly identified. This requirement includes waste chemical materials. Only approved containers may be used.

- Do not store poisons or corrosive chemicals in broom closets or cabinets unless the door is kept locked.

- No work is permitted in pits, tanks, trenches, or confined spaces without specific instructions from your supervisor.

- When working between machines or in confined areas, do not disturb the position of air hoses, electric cord, or other equipment unnecessarily. Be alert for equipment that may start or stop automatically.

- Do not attempt to service a power-driven machine without making certain the power is off and locked or tagged out.

- Do not attempt to service portable electrical equipment without making certain that it is unplugged.

- Do not disconnect electrical equipment by pulling on the cord. First, place the switch in the OFF position and then use the plug for pulling.

- Carry full trash bags away from the body to prevent accidental cuts, scrapes, or abrasions from items within the bag.

Hazard Communication Program

(OSHA 1910.1200)

The purpose of the Hazard Communication Program is to ensure that the hazards of all chemicals produced or imported are evaluated, and that information concerning their hazards is transmitted to employers and employees. This transmittal of information is to be accomplished by means of comprehensive hazard communications programs, which are to include container labeling and other forms of warning, material safety data sheets(MSDS), lists of hazardous chemicals present, and employee training (see Risk Management Operations Manual in CAPRA 9.1.2).

MSDS

A Material Safety Data Sheet, or MSDS, is a document describing the results of the health and physical hazard evaluation the manufacturer of the product has performed. The MSDS is kept in the Facilities Management main office and the site location of the material. If you need assistance, call your supervisor.

The Material Safety Data Sheet is designed to supplement the product label. Although the exact appearance and length of different products' MSDSs may vary, the Hazard Communication Standard requires certain minimum information to be on all MSDSs. Each MSDS must contain:

- (i) The identity used on the label.

- (ii) Physical and chemical characteristics of the hazardous chemical (such as vapor pressure, flash point).

- (iii) The physical hazards of the hazardous chemical, including the potential for fire, explosion, and reactivity.

- (iv)The health hazards of the hazardous chemical, including signs and symptoms of exposure, and any medical conditions which are generally recognized as being aggravated by exposure to the chemical.

- (v) The primary route(s) of entry.

- (vi) The OSHA permissible exposure limit, ACGIH Threshold Limit Value, and any other exposure limit used or recommended by the chemical manufacturer or importer preparing the material safety data sheet, where available.

- (vii) Whether the hazardous chemical is listed in the National Toxicology Program (NTP) Annual Report on Carcinogens (latest edition) or has been found to be a potential carcinogen in the International Agency for Research on Cancer (IARC) Monographs (latest editions), or by OSHA.

- (viii) Any generally applicable precautions for safe handling and use, which are known to the chemical manufacturer, importer or employer preparing the material safety data sheet, including appropriate hygienic practices, protective measures during repair and maintenance of contaminated equipment, and procedures for clean-up of spills and leaks.

- (ix) Any generally applicable control measures that are known to the chemical manufacturer or importer preparing the material safety data sheet, such as appropriate engineering controls, work practices, or personal protective equipment.

- (x) Emergency and first aid procedures.

- (xi) The date of preparation of the material safety data sheet or the last change to it.

- (xii) The name, address and telephone number of the chemical manufacturer , importer or other responsible party preparing or distributing the material safety data sheet, who can provide additional information on the hazardous chemical and appropriate emergency procedures, if necessary.

As stated earlier, although all Material Safety Data Sheets must contain certain minimum information, not all follow the same format. Below is a list of sections found in most MSDSs.

- Section I - General Information.

- Section II - Hazardous Ingredients. A hazardous ingredient is any chemical that may present a physical hazard or health hazard as set forth in the OSHA Hazard Communication Standard. Unless the mixture has been tested, the hazards listed are those of specific ingredient.

- Section III - Physical Data. This section describes physical data on the product as a whole, not on individual components.

- Section IV - Fire and Explosion Hazards. This section describes fire and explosion hazard data on the product as a whole, not on individual components.

- Section V - Health Hazard Data.

- Section VI - Toxicity Information. Toxicology information obtained in citied sources (see section XII) is included with specific reference to human studies and standard animal studies and pertinent mutagenic, teratogenic, and carcinogenic studies.

- Section VII - Reactivity Data.

- Section VIII - Spill and Leak Procedures.

- Section IX - Special Protection Information.

- Section X - Storage and Handling Information.

- Section XI - Regulatory Information. This section specifies regulatory information not found in any other sections of the MSDS. In this example, the information concerns chemical ingredients that are subject to the reporting requirements of the Federal Community Right-to-Know provisions of SARA.

- Section XII – References. Literature cited for toxicology and health hazard information as recommended in appendix c to 1910.1200-Information sources (Advisory) obtained in the Federal Register, volume 52; No. 163, dated August 24, 1987, page 31885.

Note: The Hazard Communication Standard is specifically concerned with hazardous chemicals – the chemicals' physical and health hazards to the employee. A chemical may have these physical hazards:

- Flammable, combustible, or explosive

- Compressed gas

- Oxidizer

- Unstable substance

- Reactive substance

- A chemical may have these health hazards:

- Irritant

- Sensitizer

- Corrosive

- Toxic

- Carcinogenic
- Reproductive

ContainerLabeling

All containers must have appropriate labels. These labels must not be defaced or removed from the container. Each label must contain the following information:

- Chemical Identity - the name of the chemical in the container. This may be the common name, the product name, or the chemical name. It must be the same as the name on the MSDS and the Hazardous Chemical List.

- Appropriate Hazard Warning – these can be words, pictures, or both. They include warnings such as "flammable" or "vapor harmful" or what will happen if the chemical is not handled properly.

- Protective Clothing and Equipment – these may be described by using words, pictures, or symbols.

- Handling and Storage Instructions – these tell you how to properly store the product. It may need to be used only in "well ventilated areas," for example.

- Manufacturer's Name and Address – as well as an emergency telephone number to get more information.

- "Container" refers to all containers containing chemicals, including portable containers (spray bottles). Any new or temporary container into which a chemical is placed should be labeled and marked with the identity and appropriate hazard warning. Although the Hazard Communication Standard does not require labels on containers that will be emptied by the end of the shift and used by only one employee, doing so will help prevent accidental misuse.

Inspection

Both the employee and supervisor are responsible for inspecting the work area for possible hazards. Report any hazardous conditions to your supervisor immediately. Do not continue to perform a task if it involves this hazardous condition. Notify your supervisor immediately.

Personal Protective Equipment

(OSHA 1910.132)

Protective equipment, including personal protective equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and

barriers, shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment, chemical hazards, radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.

Eye and Face Protection

(OSHA 1910.133)

There are many forms of eye protection, ranging from safety glasses to complete face shields. Each task must be evaluated for the proper eye protection. The following is a list of eye and face protection available upon request:

- Safety glasses
- Safety glasses with side guards
- Safety goggles
- Face shields

Contact your supervisor to request any of these. Even if the task does not require personal protective equipment, you are allowed and encouraged to use any equipment you need to feel safe. Use any level of protection you feel comfortable with as long as the minimum requirements are met.

Respiratory Protection

(OSHA 1910.134)

The most common respiratory protection used by facilities staff is the dust masks. However, some employees working around pool chemicals are required to use special respirators with filters designed for the chemicals in use.

Head Protection

(OSHA 1910.135)

Employees usually do not need head protection to perform their daily duties. However, if you are working near a construction zone or if you are performing an overhead task where falling objects are present, you must wear a hard hat. You also need a hardhat when working above ten feet.

Hand Protection

(OSHA 1910.138)

There are many forms of hand protection available. Employees are required to use hand protection for many tasks. Most tasks require leather gloves; however, some chemicals require chemical resistant gloves. Facilities employees should also wear work gloves when doing equipment setup and moving furniture. The following is a list of gloves available upon request:

- Disposable gloves
- Powder free disposable gloves
- Nitrate disposable gloves
- Reusable rubber gloves
- Chemical resistant gloves
- Canvas work gloves
- Leather work gloves
- Atlas gloves (provide good grip for moving heavy objects)

Preparedness and Awareness

SafetySupplies
Spill Kit

- Disposable Gloves
- Splash Mask
- Phenolic Spray
- Safety goggles/glasses
- Red Disposal Bags
- Disposable towels
- Tongs
- Labels (Biohazard)

OtherSafetySupplies

- Absorbent Powder
- Ear plugs
- Pull-over boots
- Antiseptic wipes
- Floor signs
- Caution tape

Procedures&HazardCommunication

- MSDS Binder
- Posted Blood & O.P.I.M. Cleanup Procedures

EmergencyManagementPlan

Scope and Intent

The City of Medford has an extensive Emergency Management Plan which is in compliance with the United States Office of Homeland Security. The Plan outlines the roles and responsibilities of each department within the City. In addition the City of Medford's Administrative Regulation 07-2 Emergency Management Standards and Training outlines the City's policy on having employees trained in the National Incident Management System (NIMS).

Documentation provided: Supporting documentation can be found in the departments CAPRA files.

ACCIDENT REPORTING PROCEDURES

- First aid supplies shall be available to all persons who sustain injuries while on city-owned properties.
- All persons requiring minimal care on city-owned properties are expected to seek or provide first aid care for him/herself.
- All injuries or illness, no matter how minor, which is related to the victim's occupation or employment, must be reported to the department management for further investigation.

FirstAidKits

At least one First Aid Kit will be maintained in each city-owned building, to be kept in the office of each department. The department managers will be responsible for the

periodic inspection and maintenance of the first aid supplies. Additional first aid kits shall be maintained in the following locations:

- One in each mechanical room and or custodial closet, to be maintained by the responsible department manager.

- One in each city-owned automobile in the Parks and Recreation motor pool, to be maintained by the responsible department manager.

Such first aid supplies shall be subject to inspection by the City Safety Department or representatives. It is not the intent of this policy to prevent or disallow the keeping of additional or privately owned first aid kits on shops, offices, or work areas; such first aid kits, where not otherwise required, are not subject to compliance with this policy and shall be maintained by the owner for personal use only.

Minimum First Aid Supplies

The City of Medford Parks and Recreation Facilities Management group has established the following minimum standards for city-owned owned first aid kits:

- First aid supplies shall be stored in prominently marked containers, adequate to protect the contents from damage or contamination.

- Each First Aid Kit shall contain the following minimum first aid supplies:

- Eight 3" x 3" individually wrapped gauze pads.

- Three large 8" x 10" gauze pads.

- One box of adhesive bandages.

- Two packages of roller bandage at least 2" wide.

- Two triangular bandages.

- Minimum of 4 ounces of wound-cleansing agent (such as effodice or surgical soap).

- Scissors.

- One blanket.

- Three pairs of universal size latex gloves in sealed packages.

Blankets and other packaged items need not be stored inside the first aid kits, but must be in proximity and should be designated as first aid supplies and reserved for that emergency use only.

Warning labels stating "AVIOD CONTACT WITH BLOOD, USE GLOVES" shall be prominently affixed to all packages of gloves, on the containers of each first aid kit, and cabinets or closets in which such supplies are maintained.

First aid supplies, refills, signs and labels can be purchased through the city's vendor supply management program.

Blood-borne Pathogens

Blood-borne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include but, are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

The term "blood" means human blood, human blood components, and products made from human blood. Other potentially infectious materials include semen, vaginal secretions, cerebrospinal fluid, any body fluid that is physically contaminated with blood, all body fluids in situations where it is difficult or impossible to differentiate between body fluids, and any unfixed tissue or organ (other than intact skin) from a human (living or dead).

Blood-borne Pathogens: Cleanup Procedure

Procedure for Removal of Blood Spills and Other Potentially Infectious Materials

1. Wear protective equipment as necessary - gloves are mandatory. Use eye or face protection if splashing is possible. Post wet floor signs.

2. Apply a tuberculocidal disinfectant. Completely cover the spill with disinfectant using a spray bottle for small spills or a mop and bucket for larger spills. Allow mop to drain on and around spill. Do not touch blood or infectious material with mop. Household bleach mixed fresh with water at 1:10 may be used if phenolic disinfectant is not available, but never use bleach on or near carpeted areas.

3. Clean up contaminated material. Use paper towels for small spills. For larger spills - place mop in solution and wring out, then pick up diluted spill. Return mop to bucket often to rewet and wring out. For carpeted areas or very large spills a wet-dry- vac or extractor may be used to pick up spill.

4. Dispose of contaminated materials. Paper towels should be placed in a plastic trash bag (double bag if there is a lot of liquid). Then place in a red bag. Place in janitor closet and call supervisor for disposal. Do not put out with regular trash. Dispose of used/soiled disinfectant using normal procedures. Carefully dump down

drain and flush with water. Clean out mop and bucket, wet dry, or extractor with fresh disinfectant and rinse.

5. Apply fresh disinfectant cleaner to decontaminated spot and continue cleaning area with disinfectant of choice.

6. Wash hands thoroughly. Dispose of gloves in red bag along with paper towels. Remove wet floor signs after floor has dried completely.

Sharps Disposal

Clean up broken glass without delay. Place warning signs if necessary. Wear gloves but do not pick up the glass with your hands. Use tongs or pliers or tweezers to pick up the big pieces. Sweep the rest into a dustpan. Do not put broken glass in a trash bag. It must be placed in a container such as a cardboard box and labeled "BROKEN GLASS." Set the labeled container out with the trash.

Needles, razors, and other related sharps must be placed in a designated sharps container. These containers are red plastic pails with special lids, and are marked with the biohazard symbol. Wear gloves and use a tweezers (or pliers) to pick up the sharp. Carefully place it in the appropriate sharps container. Disinfect the tool used to pick up the sharp.

Fire

FightorFlight

Small, incipient fires can be extinguished only if you are trained to use a fire extinguisher. However, an immediate readiness to evacuate is essential. All fires, even those that have been extinguished, must be reported immediately. The following are guidelines on how to react to the discovery of a fire:

RACE In Case of Fire

- R RESCUE When you discover a fire, rescue people in immediate danger if you can do so without endangering yourself. Alert others in the immediate area.

- A ALARM – Sound the alarm by pulling the alarm pull station nearest you and call 911 from a safe distance.

- C CONFINE – Close all doors, windows and other openings, if it is safe to do so.

- E EVACUATE – Evacuate the building and gather at the rally point designated rally point. REMEMBER - DONot use the elevators!

PASS -UseofaFire Extinguisher

Fire extinguishers are not designed or intended to extinguish large fires, but if used properly, can control or extinguish a small fire. A small fire is defined as one that could start in a standard office trash can or laboratory fume hood and is in the incipient stage. When a fire or suspected fire (i.e., smoke) is discovered, the first reaction should always be to RACE. However, fire extinguishers are available and can be used provided the person is properly trained to use the extinguisher. The following are guidelines on how to use the extinguisher on a small fire:

- P PULL the pin from the handle.
- A AIM the nozzle at the base of the fire.
- S SQUEEZE the handle to activate the extinguisher.
- S SWEEP the nozzle from side to side at the base of the flame until the fire is out.

REMEMBER - LEAVE THE AREA IMMEDIATELY IF:

- Your path of escape is threatened
- The extinguisher runs out of agent
- The extinguisher proves to be ineffective
- You are no longer able to safely fight the fire

Evacuatingabuilding

- The last one out of the room should not lock the door, just close it. Locking the door hinders the fire department's search and rescue efforts.
- Proceed to the exit as outlined in the Emergency Management Plan.
- NEVER, NEVER use elevators under any circumstances.
- Stay low to avoid smoke and toxic gases. The best air is close to the floor, so crawl if necessary.

- If possible, cover your mouth and nose with a damp cloth to help you breathe.

- If you work in a building with multiple stories, a stairway will be your primary escape route. Most enclosed stairwells in buildings over two stories are "rated" enclosures and will provide you a safe means of exit; don't panic - descend stairs slowly and carefully.

- Once in the stairwell, proceed down to the first floor. Never go up.

- Once outside the building, report to a predetermined area so that a head count can be taken.

WHAT TO DO IF TRAPPED IN A BURNING BUILDING

If you're trying to escape a fire, never open a closed door without feeling it first. Use the back of your hand to prevent burning your palm. If the door is hot, try another exit. If none exists, seal the cracks around the doors and vents with anything available.

Use wet towels to seal the space under the door and prevent the entry of smoke. Cracks around the door can be sealed with masking tape if necessary.

If trapped, look for a nearby phone and call the fire department, giving them your exact location.

If breathing is difficult, try to ventilate the room, but don't wait for an emergency to discover that window can't be opened.

If on an upper floor and your window is of a type that CANNOT be opened, DON'T break it out- you'll be raining glass down on rescuers and people exiting the building. If you can't contact the fire department by phone, wave for attentionat the window. Don't panic.

WHAT TO DO IF SOMEONE CATCHES ON FIRE

If you should catch on fire:

- STOP - where you are

- DROP - to the floor

- ROLL - around on the floor

This will smother the flames, possibly saving your life. Just remember to STOP, DROP and ROLL.

If a co-worker or occupant catches on fire, smother flames by grabbing a blanket or rug and wrapping them up in it. That could save them from serious burns or even death.

Fire Extinguishers

There are four different types or classes of fire extinguishers, each of which extinguishes specific types of fire. Newer fire extinguishers use a picture/labeling system to designate which types of fires they are to be used on. Older fire extinguishers are labeled with colored geometrical shapes with letter designations. Both of these types of labels are shown below with the description of the different classes of extinguishers.

Additionally, Class A and Class B fire extinguishers have a numerical rating which is based on tests conducted by Underwriter's Laboratories that are designed to determine the extinguishing potential for each size and type of extinguisher.

All ratings are shown on the extinguisher faceplate. Some extinguishers are marked with multiple ratings such as AB, BC and ABC. These extinguishers are capable of putting out more than one class of fire.

Class A and B extinguishers carry a numerical rating that indicates how large a fire an experienced person can safely put out with that extinguisher.

Class C extinguishers have only a letter rating to indicate that the extinguishing agent will not conduct electrical current. Class C extinguishers must also carry a Class A or B rating.

Class D extinguishers carry only a letter rating indicating their effectiveness on certain amounts of specific metals.

FireExtinguisherRatings

Class A Extinguishers will put out fires in ordinary combustibles, such as wood and paper. The numerical rating for this class of fire extinguisher refers to the amount of water the fire extinguisher holds and the amount of fire it will extinguish.

Class B Extinguishers should be used on fires involving flammable liquids, such as grease, gasoline, oil, etc. The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish.

Class C Extinguishers are suitable for use on electrically energized fires. This class of fire extinguishers does not have a numerical rating. The presence of the letter "C" indicates that the extinguishing agent is non-conductive.

Class D Extinguishers are designed for use on flammable metals and are often specific for the type of metal in question. There is no picture designator for Class D extinguishers. These extinguishers generally have no rating nor are they given a multi-purpose rating for use on other types of fires.

Multi-ClassRatings

Many extinguishers available today can be used on different types of fires and will be labeled with more than one designator, e.g. A-B, B-C, or A-B-C. Make sure that if you have a multi-purpose extinguisher it is properly labeled.

This is the old style of labeling indicating suitability for use on Class A, B, and C fires.

This is the new style of labeling that shows this extinguisher may be used on Ordinary Combustibles, Flammable Liquids, or Electrical Equipment fires. This is the new labeling style with a diagonal red line drawn through the picture to indicate what type of fire this extinguisher is **NOT** suitable for. In this example, the fire extinguisher could be used on Ordinary Combustibles and Flammable Liquids fires, but not for Electrical Equipment fires.

WHEN NOT TO FIGHT A FIRE

Never fight a fire:

- If the fire is spreading beyond the spot where it started.
- If you can't fight the fire with your back to an escape exit.
- If the fire can block your only escape.
- If you don't have adequate fire-fighting equipment.

In any of these situations, DON'T FIGHT THE FIRE YOURSELF. CALL FOR HELP. If you plan to fight the fire you must plan to get out alive. Remember the following:

- Fire is black, not light – expect not to see.
- Smoke and gases kill – not the flames.
- Heat kills in seconds – one breath of superheated air will destroy your lungs.
- You have no time to waste – you may have less than 1 minute to get out.

Asbestos

Asbestos is a generic term for a group of minerals that share fiber forming, flame resistance, and indestructible qualities. The word asbestos is derived from the Greek word meaning unquenchable or indestructible. Asbestos is mined from the earth all over the world.

During the 20th Century, the low cost and abundance of asbestos along with its indestructible and insulating qualities made it an ideal material for building and production needs. Asbestos was used in ceilings, walls and floors, in plasters, pre- formed tile, coverings on boilers, furnaces, ductwork and piping, woven cloth for curtains, gloves and aprons, in chemistry labs, in electrical wiring, and cement products.

However, when asbestos was found to be hazardous, it was no longer used in these commercial applications. But since it was used in building materials for decades, it is still present in many buildings built prior to 1978. All employees should understand the properties and health concerns of asbestos so that they can safely work around it.

Health Concerns

Asbestos can enter your body two ways: by inhalation (breathing) or ingestion (swallowing). Asbestos cannot enter through the skin. The body's defenses have the ability to trap and expel many of the particles in the air we breathe. As the level of airborne particles increases, so does the chance that asbestos fibers will bypass these defenses. Asbestos fibers are indestructible once inside the body. Once past the body's defenses, there are a number of illnesses that may develop.

In order to be a health risk, asbestos fibers must be released from the material and be present in the air for people to breath. The composition of the asbestos-containing material will influence fiber release. When a material is easy to crush of crumble with your hand when it is dry, it is referred to as friable. The greater the friability, the greater the likelihood fibers will be released.

Safety and Prevention

When asbestos exposure is possible or unavoidable, respirators should be worn. Maintenance personnel, like building occupants, are not at risk of exposure during normal operations. Usually, exposure will only occur when fibers are released through accidental or intentional physical damage. Some known asbestos-containing materials are clearly marked, such as pipes encircled with black and yellow stripes. In order to reduce the risk of releasing asbestos fibers from these or other asbestos-containing material, abide by the following:

- Do not touch or disturb asbestos material on walls, ceilings, pipes, ducts, or boilers.
- Do not sweep, saw, drill, or sand asbestos-containing material.

- Do not clean asbestos-containing materials with normal vacuums.
- Do not touch asbestos-containing materials when changing light bulbs.
- Do not damage asbestos-containing material when moving ladders or furniture.
- Do not direct fans or blowers towards asbestos-containing materials.
- Do not remove air filters dry, or shake air filters.

Floor Maintenance

- All vinyl and asphalt flooring material shall be maintained according to the following unless it has been demonstrated the flooring does not contain asbestos:
- Sanding of flooring material is prohibited. Stripping of finishes will be done with low abrasion pads, at a speed slower than 300 rpm, and employing wet methods.
- Burnishing, or buffing, may be performed only on flooring that has sufficient finish so the pad cannot contact the flooring material, and the tiles and adhesives remain intact throughout the process.
- If you have any questions or concerns, contact your supervisor.

Slip & Fall Prevention

Slips and falls can be prevented by following all safety guidelines and staying alert. Slips and falls happen without warning, usually when your mind is on the job at hand. That's why it's important to follow these safety tips at all times:

- Place wet floor signs when mopping and around leaks and spills.
- Wear appropriate footwear
- Use ladders properly (See Ladder Safety).
- Spread ice melt and remove snow when necessary.
- Use caution when walking onto a hard floor from a wet surface.
- Take one stair at a time and don't carry heavy loads on stairs.
- Don't leave equipment or anything else on stairs or in doorways.

- Make sure floor mats lie flat.
- Maintain exterior lighting around buildings, parks, and pathways.
- Turn on lights in dark halls and rooms before you enter them.

Ladder Safety

Ladders are useful and necessary tools. However, because ladders are so commonplace, safety precautions are often neglected or overlooked. While there are inherent risks working with ladders, proper training, as well as routine inspections and maintenance can substantially reduce the risk.

SafeUseofLadders

Always follow these rules for the safe use of ladders:

- When setting a ladder against a wall, ensure it is set at the proper angle. Place the bottom of the ladder a distance from the wall equal to ¼ the working length of the ladder. For instance, if you are using a twenty-foot ladder, the bottom of the ladder will be five feet from the wall.
- Never allow more than one worker on the ladder at a time.
- The ladder base or bottom feet must be placed with secure footing.
- The top of the ladder must be placed with the two side rails supported.
- Always face the ladder when ascending or descending.
- Never use the top step of a stepladder as a step.
- Ladders cannot be tied or fastened together to make a longer section.
- Ladders are not to be used as braces or gangways. Use a ladder only for what it was intended. (Read and follow the labels and material the manufacturer provided)
- Carry ladders parallel to the ground, and preferably by two employees.
- Tie ladders down securely when transporting.
- Barricade traffic areas in vicinity of ladder use. Lock and barricade doorways where a l adder must be placed.
- Keep the area around the top and bottom of the ladder clear.

- Do not move, shift, or extend a ladder while occupied.
- Always maintain three points of contact with the ladder. Two feet/ one hand or two hands/ one foot should be in contact with the ladder at all times.
- Carry tools in pouches around the waist. Use a rope to raise and lower large items.
- Do not overextend sideways. Use the belt buckle rule: keep your belt buckle position between the side rails at all times, this will maintain your center of gravity.
- When using the ladder to access a platform or roof, extend the ladder three feet above the eave and secure it by lashing or tying it off.

Careofladders

- Ladders must be maintained in good usable conditions at all times.
- Ladders should be inspected prior to every use. Immediate ladder inspection is required when ladders tip over and fall. Inspect the ladders for:
- Side rail dents or bends.
- Excessively dented rungs.
- Check all rung to side rail connections.
- Check hardware connections.
- Check rivets for shear.
- If the ladder is exposed to oil or grease or another slippery material, clean it off.
- If a structural defect is noticed on a ladder, tag it as "out of service" until it can be repaired in accordance with manufacturer specifications.
- Know what the intended load capacities are of your ladder and do not exceed them.

LaddersandElectricity

- If a ladder will be used where the employee or the ladder could contact electrical current, the side rails must be constructed on a non-conductive material.

- ABSOLUTELY NO employee, tool, or ladder can be within ten feet of high voltage lines. (600 volts or more) This applies whether the employee is on the ground, on the ladder, or holding and using a window washing wand.

- If there is a possibility an employee, tool, or ladder could contact any electrical voltage in excess of 50 volts, the source must be de-energized and locked and/or tagged out.

GeneralIndustryActivities

- Employees are required to be protected from fall hazards when working on unguarded surfaces when more than 10 feet above a lower level or hazardous equipment.

- Attachment points for lifelines and lanyards must be capable of supporting a minimum dead weight of 5000 pounds.

- Personal fall arrest systems are to be rigged so an employee cannot free fall more than six feet or contact a lower level.

- Personal fall arrest systems are to be rigged so an employee cannot free fall more than two feet.

- Lifelines, lanyards, and body belts/harnesses are to be periodically inspected by the supervisor in charge.

- Employees are to inspect their body belts/harnesses daily.

- Defective body belts are to be discarded or repaired before use.

LadderStorage

The ladder storage area should be well ventilated.

Wood ladders should not be exposed to moisture or excessive heat. Avoid storing ladders near stoves, steam pipes, or radiators.

Store straight and extension ladders in flat racks or on wall brackets.

Store step ladders vertically, in a closed position, to reduce the risk of sagging or twisting. Secure stored ladders so they won't tip over if they are struck.

Safe Lifting

Park Maintenance employees constantly lift objects while performing their duties. Every day you lift hundreds of trash cans, power tools, and equipment. Sometimes you are called to help set up special events with hundreds (or thousands) of chairs and

tables. Safe lifting is one of the most important precautions you can take to prevent injury on the job.

- Use a back brace.
- Lift with the legs by bending at the knees and keep the back straight.
- Keep the load near the body.
- Get help to move heavy or awkward objects.

Accidents and Injuries

Job-relatedInjury/Illnessand Workers' Compensation

You must report any job-related injury and/or illness to your supervisor or manager immediately after it occurs, or at the latest before you leave the work place or before the end of your workday. This enables the City of Medford to file required forms and protect your benefits. For an emergency, call 911 and/or seek medical attention immediately at the nearest emergency facility.

Forms required for reporting a job-related incident, injury and/or illness can be obtained from your supervisor, from Human Resource Services, or from the Risk Manager.

- The City of Medford's Incident Report form (yellow form) is completed for all job-related incidents, accidents and/or illnesses. The completed form must be given to Human Resource within 24 hours of the incident, injury and/or illness, whether or not you need medical attention.

- In addition to the City Incident Report form, the Report of Job Injury or Illness, SAIF Form 801, is required if the injured or ill employee sees a doctor for the reported job-related injury and/or illness. The completed form must be given to Human Resources within 24 hours of the injury/illness.

Notify your supervisor when you are going to be off work due to your injury or incident. Keep your supervisor and Human Resources informed about your doctor's visits and time loss. If your physician does not release you to your regular duties, he/she must spell out any physical restrictions and for what period of time.

All job-related injuries and/or illnesses resulting in doctor's care require a written release to return to work from the treating physician. YOU WILL NOT BE ALLOWED TO RETURN TO YOUR REGULAR DUTIES WITHOUT A DOCTOR'S WRITTEN RELEASE. If time off is ordered, you must bring astatement from the doctor stating the period of time you will be off. While you are on time loss, it is your responsibility to keep in contact with your supervisor and to notify them of any changes in your work status.

The City of Medford Parks and Recreation Department is committed to returning injured employees back to the job as soon as possible. When feasible, we are willing to temporarily change an employee's current work assignment to accommodate most medically required limitations. Our goal is to return an employee to full regular duty as soon as possible providing the employee is medically authorized to do so.

For detailed information about job-related injuries, please contact Human Resource office at 774-2010.

Inspections and Evaluations

Inspections

In order to ensure these standards are being met and the proper procedures are being used, the supervisors will perform regular, random inspections of all areas. Any discrepancies will be passed on to the responsible group of employees and documented on an inspection form.

Evaluations

(Please refer to the collective bargaining agreement.)

Evaluations are given once a year. (New employees receive a quarterly evaluation for the first year.) Evaluations are based on many factors. For example: the condition and appearance of the assigned area, attitude, attendance, performance, cooperation, etc.

New Employees

Orientation

Human Resource Services are responsible for the implementation of new employee orientation for regular full-time employees. Orientation will provide new employees with information such as:

- A review of the organization of the City of Medford and its mission, values, and vision.

- An introduction to the Equal Employment Opportunity; Affirmative Action; Discriminatory Harassment and Sexual Harassment; Drug-free workplace; Drug, alcohol, and weapons; and other important policies.

- An introduction to payroll and personnel procedures.

- General information about maintaining a safe and healthy work environment.

- A review of benefits.

- Other services and information about The City of Medford.

New employees some time during the first workday will complete and submit initial payroll forms (form I-9, Employee Data form, form W-4).

During the employee's integration into employment at the City of Medford Parks and Recreation, he/she will complete any other necessary payroll and benefit forms, and will be issued an employee identification card.

I.D. Card

If you are a new regular employee or lost your employee identification card, you can acquire an identification card (1) by scheduling with Human Resources department to get an authorization card where your picture will be taken and the card issued. Identification cards are required to access a variety of buildings throughout all City of Medford Facilities.

Identification cards must not be loaned to, or used by, any person other than the employee the card is issued to. Identification cards must be returned to your supervisor when you leave employment.

Direct Deposit

Employees may elect to have their paychecks deposited automatically into a checking or savings account on payday. An earnings statement for all direct deposits is delivered via inter-department mail on payday.

New Employee Information Overview

All new employees receive general training in areas such as, but not limited to (each of these subjects is explained in person and in detail within this manual):

- Policies
- Organization
- Work Schedule
- Paperwork
- Overview of Responsibilities
- Routine Tasks
- Safety and Incident/Illness Reporting
- Hazard Communication
- MSDS
- Asbestos Awareness
- Two-week time sheets
- Work Request system and Preventative Maintenance
- Leave requests
- Ordering supplies
- Blood-Bourne Pathogens

- Personal Protective Equipment
- Chemicals
- Keys
- Cell phone
- Email account
- Evaluations
- Inspections

TRAINING CHECKLIST

BASICTRAINING

D Trash and detail, Recycling

D Replacing lights

D Restrooms

D Develop an efficient routine

PAPERWORK

D Two-week timesheets

D Leave requests

D Supply requisitions

D Service/maintenance requests

D Accident Report

GENERAL REGULATIONSANDPROCEDURES

D Work schedule and breaks

D Probationary period and reviews

D Phone calls – report absences/absent co-workers

D Cell phone usage

D Computer usage

D Key policy

D Energy conservation – lights

D Dress code

SAFETY

D MSDS & Hazard Communication Program Video

D Personal Protective Equipment Video

D Blood-borne Pathogen Program / Sharps disposal Video

D Asbestos Awareness Video

D Ladder safety and fall protection

D Lifting

D General preparedness

D Accidents and injuries

SECURITY

D Lock / Unlock

D Reporting incidents – unlocked doors, vandalism, suspicious activity

D Personal items - conduct

Maintenanceactivities

D Grounds and Irrigation Group

D Tree Group

<u>InventoriedSupplies</u>

D Tool Check out

D Repair supplies check out

D Supply locations

D Vendor management

D Purchases

Trial Service (Probationary Period)

The trial service is recognized as an extension of the selection process and is the time immediately following appointment. For full-time employees, the trial service is twelve full months.

Employees receive training during the trial service period. Training includes, for example:

- Review of the position description with the employee.
- Development of a work plan that sets a timetable for the accomplishment of on-the-job learning objectives so that assessments may be made periodically of the employee's progress towards becoming fully proficient in all duties of the position.
- Participation in the New Employee Orientation, safety, and other City related training.
- Employees may be evaluated during the trial service period. There may be one evaluation near or at mid-probationary period. There will be a final evaluation (called the trial service evaluation) using the City of Medford Parks and Recreation's standard performance evaluation report at the end of the trial service period.
- Employees who are in their trial service period may be removed from service when, in the judgment of the City of Medford Parks and Recreation management, the employee is unable or unwilling to perform the duties of the position satisfactorily, or the habits and dependability of the employee do not merit continuation in service.

Temporary Employees

You may have a Temporary worker(s) assigned to your area; you are responsible for their duties so use their assistance wisely. Temporary staff usually begins work at a pre- arranged work schedule.

Paperwork

PayrollForms
New Temporary employees must fill out all forms required by Finance.

Bi-MonthlyTimesheet
This is the same timesheet used by the part-time and seasonal employees and should be filled out the same way.

LeaveRequest
Temporary staff can request time off by filling out an employee leave request.

Training Required

- MSDS
- CAPRA
- Asbestos
- PPE
- Blood-borne Pathogens

Appendix

The purpose of this section is to provide the supporting forms required to document the Facilities Maintenance tasks as igned to each work group.

Landscape Group Activity Schedule

1.0

Maintenance Activity Frequency Schedule

daily = D
weekly = W
bi weekly = BW
monthly = M
bi monthly = BM
annually = A
seasonally = S
quarterly = Q
as needed = AS

Activity	Jan.	February	March	April	May	June	July	August	September	October	November	December
Maintenance Support												
empty waste cans	D	D	D	D	D	D	D	D	D	D	D	D
ground litter	D	D	D	D	D	D	D	D	D	D	D	D
pressure washing					AS	AS	AS	AS	AS			
graffiti removal	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS
playground inspection	Q			Q			Q			Q		
clean restrooms	D	D	D	D	D	D	D	D	D	D	D	D
paint restrooms					A							
paint picnic tables					A							
paint waste cans					A							
paint wood benches					A							
Grounds Maintenance												
monitor & inspection	D	D	D	D	D	D	D	D	D	D	D	D
hand weeding				AS	AS	AS	AS	AS	AS	AS		
weed, line trimming				BM	BM	BM	BM	BM	BM			
backpack blowing (hardscape)			BW	BW	BW	BW	BW	BW	D	D	D	D
herbicide application			AS	AS	AS	AS	AS	AS	AS	AS		
leaf removal									AS	D	D	D
mulching, apply bark					A							
edging				W	W	W	W	W	W			
Turf Maintenance												
monitor & inspection	D	D	D	D	D	D	D	D	D	D	D	D
lawn mower maintenance			W	W	W	W	W	W	W	W	W	
mowing			AS	W	W	W	W	W	W	AS	AS	
edging			AS	AS	W	W	W	W	W	AS	AS	
trimming			AS	AS	W	W	W	W	W	AS	AS	
fertilize				S		AS	AS	AS	AS	S		
aerate turf					AS	AS	AS	AS	AS	AS		
overseed										AS		