

Sample YMCA Skate Park Manual

MISSION

The mission of Skate Parks at the YMCA of [] is to provide children of all backgrounds and ability levels a fun, safe, and values oriented area to enjoy the sports of skateboarding, inline skating, and biking.

The Skate Park program provides a positive environment, a great facility, and qualified and experienced staff that will focus on the development of each individual. The Skate Parks of the YMCA of [] are places where caring, honesty, respect, and responsibility are displayed in quality programs and staff team development. We build strong kids, strong families, and strong communities.

GOALS FOR SKATE PARK EMPLOYEES

- Be a good role model in appearance, language, and manners.
- Be on time for every shift and be in proper Skate Park uniform.
- Whenever possible, take a personal interest in participants and/or parents. Ask about participant's session and talk to the parents.
- Greet and say good-bye to each participant and parent you come in contact with. This is the first step towards good customer service and this alone can separate YMCA Skate Parks from all of the others. Remember that people want to feel good about participating at the YMCA and you play a major role in creating that feeling.
- Be observant and aware of your surroundings, identify any problems or safety issues.
- Act upon problems immediately. If it can be repaired or improved at that moment, go ahead and do it rather than waiting for someone else to take care of the problem.
- Display good judgement and use a "management eye": see, think, and plan ahead.
- Become an expert on and support the Skate Park and YMCA policies.
- Be safety conscious; know, enforce, and live by the park rules.
- Put the needs of the participants ahead of your own, participants come first.
- Communicate openly, honestly, and frequently to your supervisor.
- Maintain professional relations with other staff. Never criticize anyone in a destructive manner.
- Exhibit a sense of ownership with the Skate Park and take pride in your job and workplace.
- Maintain a high code of personal conduct when not at work. Realize that you represent the Skate Park and the YMCA wherever you are.
- Look at the "Big Picture" and realize that the Skate Park is part of a larger whole and that each department or program must work together in order to better serve our communities.

Staff Job Description

Position: Skate Park Supervisor/Instructor
Reports to: Program Director

Basic Assignment:

Responsible for the daily operation of the YMCA Skate Park. This includes monitoring Skate Park admissions and the safety and behavior of participants through understanding and implementation of Skate Park policies and procedures. Must show job skills related to administrative assignments.

Requirements:

- Must be at least 16 years of age.
- Knowledge and understanding of the skateboard, in-line, and/or biking subcultures.
- Ability to supervise and contribute to the Skate Park program.
- Visual and auditory ability to respond to critical incidents and the physical ability to act swiftly for medical and non-medical emergencies.
- Ability to keenly observe participant activities and supervise from a designated workstation for long periods of time and enforce safety.
- Scheduling of hours may vary on a weekly basis.
- CPR and First Aid certification required.
- Attend staff meetings and training as required.

Key Areas of Operation:

I. Opening Procedures

- Unlock ramps and prepare the course for operation. Prep includes sweeping ramps and flat areas where needed. Safety check coping and all ramps for loose surface screws. Properly position all pads in designated areas (on top of ramps, covering all parking curbs, and on all fences next to ramps).
- Position all garbage cans in designated areas.
- Organize pad rental area (if applicable).
- Set up the participant check in/sign in area.
- Alert YMCA customer service staff that the park is ready to open.
- Unlock gate when all of the above has been completed.

II. Supervision

- Maintain a professional attitude with parents, supervisors, staff, and participants at all times.
- Provide a safe environment and assure the safety of all other participants through preventative safety guidelines.
- Discuss concerns, suggestions, changes, and personal needs with supervisor.
- Maintain an overall perspective on the needs of each participant.
- Ensure that all participants wear all safety equipment while in the park.
- Maintain a clear communication with the registration/customer service desk and other YMCA staff.

- Assume responsibility for all aspects of the Skate Park operation during the specified session.
- Responsible for completing accident reports as needed.

III. Attendance

- Arrive at scheduled time to ensure that the Park opens on time.
- Use time cards accurately.
- Dress according to Skate Park dress code policy.
- Responsible for working all scheduled shifts. Substitutions must be approved by program director.
- Must attend all staff meetings and training as required.

IV. Admission/Park Entrance

- Responsible for verifying name, date, and dollar amount on standard receipt. Follow standard procedures for media pass, rain checks, day skate, and new memberships.
- Require each participant to sign in registration sheet.
- Be conscious of park capacity and implement a waiting list as necessary.
- Responsible for securing ID for equipment loaners (if applicable).

V. Supplies

- Work with coordinator to assure that needed supplies are procured.
- Assure proper maintenance and storage of supplies and equipment. This includes up keep of ramps, medical supplies, safety equipment, tools, etc...
- Only picture ID's are allowed to check out equipment (if applicable).

VI. Physical Park Development

- Maintain constant attention to details of construction of each structure in the park and react to needed repairs or replacement.
- Determine material and labor hours required to effect repairs.
- Determine material and labor hours required for new projects. These are to be presented in a proposal format.
- Work with program director to effectively and economically complete quarterly projects.

This job description is not intended to be all-inclusive. It is understood that the employee will also perform other reasonable related business duties if requested by the immediate supervisor or Executive Director. Job descriptions are reviewed periodically and may be revised if deemed necessary. This job description is not a written or implied contract.

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

Staff Communication

Effective communication is vital to the successful operation of the Skate Park program. As you become a part of the YMCA team, it is essential to communicate directly with the individual concerned rather than with another party. If you have a concern, it is intolerable for you to complain to participants or discuss the matter with other staff members without speaking to the person directly involved. Staff meetings will be scheduled regularly, yet a private meeting with your supervisor can be arranged and is encouraged.

Changes and improvements are often a total staff effort. Your suggestions are welcome and may be requested. To avoid confusion, it is important that you do not pass along information about possible changes to participants or other staff until a final decision has been approved and officially announced.

Skate Park Customer Service

Customer service plays a large role in the Skate Parks of the YMCA. The Skate Park staff team prides itself on the value placed on its participants and parents. Listed below are key attributes that will separate our Skate Park program from other Skate Parks.

- Greet and say good-bye to every participant/parent you come in contact with.
- Make eye contact when you are talking with them.
- Put the participants needs above your own; they come first and they are the reason that we have a park in the first place.
- Be courteous and friendly, show enthusiasm in the Skate Park and in your job, it might spread to others near you.
- Document any valid suggestions from our participants and turn them in to your supervisor.
- Put yourself in other's shoes on a regular basis. Identify the needs of others and act on them quickly and efficiently.
- Seek out the opportunity to go "above and beyond" the call of duty for our participants.
- Whenever possible, go out of your way to show a genuine interest in others.

Uses of the Facility

Some of the YMCA Skate Parks will be used for several purposes including in-line skating, skateboarding, and bicycle riding. The bicycle riders and other participants shall not use the park concurrently. There is a danger in having heavy equipment, such as a bike, and individuals without this equipment using the ramps and structures and the same time. Separate sessions shall be developed to include all participants.

Only YMCA structures are allowed within the park. No outside or homemade ramps are allowed to be brought in by participants.

Safety Equipment Requirements

We want to provide a safe environment for our participants. This includes the requirement of safety equipment to protect the participants from falls, which is part of the activities. Due to the fact that the three different activities (in-line skating, skateboarding, and biking) have different levels of risk involved, we require different equipment for each activity. Following are the requirements:

In-Line Skating:

- Helmet, with a chinstrap snapped at all times
- Wrist guards

Skateboarders:

- Helmet, with a chinstrap snapped at all times
- Wrist guards

Bikers:

- Helmet, with a chinstrap snapped at all times

These equipment requirements are non-negotiable and required for insurance purposes. Elbow and knee pads may be strongly recommended, but not listed as required. Some YMCAs may rent or sell this equipment, others may require that each participant provides it. Either way, the equipment is necessary beyond a doubt.

Handling Complaints

A complaint is not an attack on you, but usually a concern dealing with the office, equipment, facility, fees, programs, or something that you have no direct control over. It is imperative that you listen objectively to the person, write down their concerns, and ensure them that the YMCA is constantly trying to improve and wants to hear their concerns. Feedback from participants (positive or negative) is the best way that we can improve our programs and they need to know this.

Be pleasant and positive and try to get the person's name. Leave your supervisor a note so we can follow up with their concern. Do not take sides. It is important that the concern be resolved in a private and professional manner by a person responsible for that area.irate participants should be directed immediately to the Skate Park coordinator or the program director.

Staff Supervision

When the park is in operation, one staff team member will need to attend to the registration area to monitor incoming participants. The other staff team member should be roaming the park, assisting participants where needed, and monitoring traffic patterns and participant safety equipment.

Staff Shifts

Opening

- Arrive at the park at least 30 minutes prior to shift.
- Punch in on the time clock
- Unlock ramps and prepare the course for operation. Prep includes sweeping ramps and flat areas where needed. Safety check coping and all ramps for loose surface screws. Properly position all pads in designated areas (on top of ramps, covering all parking curbs, and on all fences next to ramps).
- Position all garbage cans in designated areas.
- Organize pad rental area (if applicable).

- Set up the participant check in/sign in area.
- Alert YMCA customer service staff that the park is ready to open.
- Unlock gate when all of the above has been completed.

Closing

- Clear the park of all participants at the appropriate time (at the end of the session).
- Garbage sweep of the entire facility.
- Lock all ramps.
- Empty all trash containers into the dumpster.
- Place pads in bags for storage.
- Make note of any repairs that the park needs.
- Collect lost and found items and place them into the skate office.
- Organize the office area.
- Tally receipts and place them into the program office.
- Return all equipment to the program office.
- Lock park gates (check both gates).
- Punch out on the time clock.

Sick or Late Policy

All skate staff are required to call your YMCA if you are unable to report for a shift. The more lead time the better. Skate staff should try to secure a replacement on their own, and call the YMCA to let them know who will be substituting.

Staff Privileges

As a member of the YMCA Skate Park team, there are specific privileges that are included.

- Full use of the YMCA facility.
- Full use of the Skate Park (staff must be off of the clock).
- Discounts on skate related products (if applicable).

Accident Reports

If any type of accident occurs in your presence, as a staff member, it is your responsibility to ensure that an Accident Report is completed legibly. This Report describes the accident, time of occurrence, location, parties involved, witnesses, and other relevant information about the occurrence. Once completed, the Accident Report should go to the program director. This Accident Report is an internal YMCA form, so copies of the form are not to be given to the public. If questions arise, contact your supervisor. If something happens during your shift, unusual or out of the ordinary, it is necessary to leave a note for your supervisor and report the incident. If serious enough, contact your supervisor and report the incident (Ex.: participant creating a disturbance that you can not handle or breakage of equipment or facility area that is not in proper working order).

Building Supervisor

Any time there is an injury at the park that requires first aid, the YMCA Building Supervisor on duty must be called immediately. Send someone to the YMCA customer service desk. This also applies to all other situations that require assistance.

Accident Procedures

The following steps should be followed for all injuries occurring at the Skate Park.

1. Aid the injured person(s). Ice may be obtained from the YMCA.
2. Contact the YMCA Building Supervisor on duty.
3. Remove the injured person (if safe to do so) from the activity area.
4. If it is not safe to move the injured person, stop activity in the area of the park.
5. Remain with the injured person, keep calm and obtain all relevant information.
6. Assist the Building Supervisor in completing the Accident Report.
7. Try to determine the cause of the injury.

Spectators

All spectators are to remain outside of the Skate Park area. This is for their safety.

Media

All media must have an ID and permission to cover the park activities from the YMCA Director.

Inclement Weather

It is the Skate Park staff and program directors responsibility to determine if the park should be closed down due to weather conditions. If the weather looks like it could go either way, staff must call the YMCA to see if the park will close. Otherwise, staff should show up at the YMCA for their regular shift in order to make that determination.

Anytime the park is closed, the following YMCA people must be notified:

- Customer Service/registration area in the YMCA
- Skate Park Coordinator
- Program Director

Rain Checks

When the park experiences inclement weather conditions after the session has started, rain checks will be issued to all participants **ONLY** within the first hour of the session. After that time, it is considered a closed session and **NO** rain checks will be issued. Rain checks can not be redeemed for cash or YMCA credit.

Check-In Procedures

All participants must have a parent or guardian sign a waiver releasing liability from the YMCA. This waiver **MUST** be signed at the center in the presence of YMCA staff. Each participant must

have a waiver signed yearly, no exceptions. **THERE WILL BE NO PARTICIPATING WITHOUT A SIGNED WAIVER.** All cash transactions for participants take place inside the YMCA at the customer service desk. A receipt will be issued to the participant, which they will bring out to the Skate Park. Staff will take this receipt and log the information on the daily tally sheet. A receipt must accompany each participant in order to take part. No receipt – No activity. No exceptions.

Lost & Found

All items left at the Skate Park shall be put in the skate office. If it is something of value, it should be turned in to the customer service desk inside the YMCA.

Unexpected closing of the Skate Park

Due to rain, moisture, wind, lightning, snow, etc..., there will be times when the park must be shut down for a while or closed for the day. The decision to close the park rests with the staff persons working at the time. The following factors should be considered in the decision process:

- Is the park safe to skate?
- Will the weather clear up or will the park dry within a short time?

The safety of the participants should never be compromised. If you are in doubt, play it safe and issue rain checks. This is a safety issue and you and the YMCA are responsible.

Closing the park prior to a sessions end or during a session:

1. Notify the registration desk immediately.
2. Notify all participants that the session is closed. Do not let them participate any further.
3. Lock the park and post a sign at the gate notifying members that the session is closed.
4. Notify the program director.
5. Issue rain checks if applicable.
6. Follow the normal shift closing procedures.

Notify the Building Supervisor or Program director if there is a problem with individuals.