

**PARKS AND RECREATION ADVISORY
COMMITTEE**

Sammi Martinez
Alex Rodriguez
Seabre Dillard
Corinna Romo
Sara Malough



CITY OF RIVERBANK

**Parks and Recreation Advisory
Committee Regular Meeting**

Parks and Recreation Office
6707 Third Street, Suite C
Riverbank, CA 95367

JANUARY 21, 2026 – 6:30 P.M.

(THE AGENDA PACKET IS ONLINE AT [HTTP://WWW.RIVERBANK.ORG/AGENDACENTER](http://www.riverbank.org/agendacenter))

1. CALL TO ORDER

2. ROLL CALL

3. AGENDA CHANGES

4. CONFLICT OF INTEREST

Any Committee Member or Staff who has a direct Conflict of Interest on any scheduled agenda item to be considered is to declare their conflict at this time.

5. PUBLIC COMMENTS (No action can be taken)

At this time, members of the public may comment on any item not appearing on the agenda, and within the subject matter jurisdiction of the Parks and Recreation Advisory Committee. Individual comments will be limited to a **maximum of 3 minutes (or as stated by the presiding Officer)** and time cannot be yielded to another person. Under State Law, matters presented during the public comment period cannot be discussed or acted upon.

6. PRESENTATIONS (Informational only)

Item 6.1 Director's Report

7. CONSENT CALENDAR

Item 7.1 Approval of the Parks and Recreation Advisory Committee Minutes for December 17, 2025.

8. Old Business

Item 8.1 Continue Discussion to Create a Department-Specific Policies and Procedures Manual. - It is recommended that the Parks and Recreation Advisory Committee provides direction and/ or feedback for the creation of a policies and procedures manual for the parks and recreation department.

9. COMMITTEE COMMENTS (Information Only- No action to be taken)

Item 9.1 Committee Comments

10. ADJOURNMENT

The Next Regular Parks and Recreation Advisory Committee will be on: Wednesday, February 18, 2026 at 6:30 PM in the Parks and Recreation Offices

AFFIDAVIT OF POSTING

I hereby certify under penalty of perjury, under the laws of the State of California that the foregoing agenda was posted at the meeting location, on the North City Hall public exterior bulletin board, Plaza Del Rio Bulletin, Riverbank Community Center exterior bulletin, and the City's website 72 hours prior to the meeting in accordance to the California Ralph M. Brown Act.

Posted this 15th Day of January, 2026.

/s/ Michael Patton, Parks and Recreation Director



ADA COMPLIANCE STATEMENT

In compliance with the Americans with Disabilities Act, and the Governor's Executive Order N-29-20, the City will make every effort to make reasonable modifications or accommodations from individuals with disabilities. Contact the Administration Dept. at (209) 863-7122 or the City Clerk at cityclerk@riverbank.org at least (48) hours prior to the meeting to enable the City to make reasonable arrangements for accessibility.

NOTICE REGARDING NON-ENGLISH SPEAKERS

Pursuant to California Constitution Article III, Section IV, establishing English as the official language for the State of California, and in accordance with California Code of Civil Procedures Section 185, which requires proceedings before any State Court to be in English, notice is hereby given that all proceedings before the City of Riverbank Parks and Recreation Advisory Committee shall be in English and anyone wishing to address the Council is required to have a translator present who will take an oath to make an accurate translation from any language not English into the English language.

SUBMITTING PUBLIC COMMENTS FOR THE RECORD

Written comments must be received before 4:00 p.m. on the date of the meeting in order for them to be distributed to the Committee prior to consideration of the matter. Written comments will not be read aloud at the meeting, but will be reported as received for the record. If you do not receive an acknowledgement of receipt within an hour of submission or by 5:00 pm, please call the Parks and Recreation Office at (209) 863-7140 or the Administration Dept. at (209) 863-7122.

ACCEPTABLE METHODS OF SUBMITTING COMMENTS BEFORE THE 4:00 PM DEADLINE

- **Via Mail Service:** Mail comments to City of Riverbank, Attn. Parks and Recreation, 6707 Third Street, Suite A, Riverbank, CA 95367. (Call 209-863-7198 / 209-863-7122 to ensure they were received.)
- **Via Email:** Mail to mpatton@riverbank.org (*Note: This technology is not a guaranteed method.*) Indicate Agenda Item # in the *subject line*. (Call 209-863-7198 / 209-863-7140 to ensure receipt.)
- **Oral Comments In-Person:** The Chairperson will ask the public if anyone wishes to comment, at that time you may approach the podium.

**PARKS AND RECREATION ADVISORY
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CITY OF RIVERBANK

**Parks and Recreation Advisory
Committee Regular Meeting**

Parks and Recreation Office
6707 Third Street, Suite C
Riverbank, CA 95367

DECEMBER 17, 2025 – 6:30 P.M.

(THE AGENDA PACKET IS ONLINE AT [HTTP://WWW.RIVERBANK.ORG/AGENDACENTER](http://www.riverbank.org/agendacenter))

1. **CALL TO ORDER-** Parks and Recreation Advisory Committee Chair, Sammi Martinez called the meeting to order at 6:30 PM.
2. **ROLL CALL-** Sammi Martinez conducted Roll Call

Members of the Parks and Recreation Advisory Committee present:

Sammi Martinez
Alex Rodriguez
Sara Malough
Seabre Dillard

Members of the Parks and Recreation Advisory Committee not present:

Corinna Romo

3. **AGENDA CHANGES**

No changes to the agenda were made.

4. **CONFLICT OF INTEREST**

Any Committee Member or Staff who has a direct Conflict of Interest on any scheduled agenda item to be considered is to declare their conflict at this time.

No Conflict of Interests were expressed.

5. **PUBLIC COMMENTS (No action can be taken)**

At this time, members of the public may comment on any item not appearing on the agenda, and within the subject matter jurisdiction of the Parks and Recreation Advisory Committee. Individual comments will be limited to a **maximum of 3 minutes (or as stated by the presiding Officer)** and time cannot be yielded to another person. Under State Law, matters presented during the public comment period cannot be discussed or acted upon.

No public comment was provided.

6. PRESENTATIONS (Informational only)

Item 6.1 Director's Report

Parks and Recreation Director Michael Patton presented a director's report to inform the committee of the actions of the parks and recreation department since November 2025. Items that were presented were the department's recreation programs, events, and activities. A presentation of the department's current projects, facilities, and other updates were made.

7. CONSENT CALENDAR

Item 7.1 Approval of the Parks and Recreation Advisory Committee Minutes for November 19, 2025

Action: By motion moved and seconded (Seabre Dillard, Alex Rodriguez, (4-0) to approve Item 7.1 Approval of the Parks and Recreation Advisory Committee Minutes for November 19, 2025.

8. New Business

Item 8.1 Amendment to the Parks and Recreation Advisory Committee Bylaws. - It is recommended that the Parks and Recreation Advisory Committee provides a recommendation to the city council to approve possible amendments to the Parks and Recreation Advisory Committee bylaws.

Action: By motion moved and seconded (Sara Malough, Seabre Dillard, (4-0) to approve Item 8.1 Amendment to the Parks and Recreation Advisory Committee Bylaws.

Item 8.2 Recommendation to Update the Fee Schedule for the Parks and Recreation Department for the Year 2026. - It is recommended that the Parks and Recreation Advisory Committee provides direction and/ or feedback for updating the fee schedule for the Parks and Recreation Department for the Year 2026.

Action: By motion moved and seconded (Sammi Martinez, Alex Rodriguez, (4-0) to approve Item 8.2 Recommendation to Update the Fee Schedule for the Parks and Recreation Department for the Year 2026.

9. COMMITTEE COMMENTS (Information Only- No action to be taken)

Item 9.1 Committee Comments

No committee comments were provided at this time.

10. ADJOURNMENT

There being no further business, Parks and Recreation Advisory Committee Chair, Sammi Martinez, adjourned the meeting at 8:00 PM to the next regular scheduled Parks and Recreation Advisory Committee meeting of January 21st at 6:30 PM

Attest (Adopted 01/21/2026)

Approved

Michael Patton
Parks and Recreation Director

Sammi Martinez
Chairperson

RIVERBANK PARKS AND RECREATION ADVISORY COMMITTEE

AGENDA ITEM NO. 8.1

SECTION 8: New Business

| | |
|----------------------|--|
| Meeting Date: | January 21, 2026 |
| Subject: | New Business- Discussion of Creation of a Policies and Procedures Manual for the Parks and Recreation Department. |
| From: | Michael Patton, Parks and Recreation Director |
| Submitted by: | Michael Patton, Parks and Recreation Director |

RECOMMENDATION

It is recommended that the Parks and Recreation Advisory Committee provides direction and/ or feedback for the creation of a policies and procedures manual for the parks and recreation department.

SUMMARY

The Parks and Recreation Department is in the process of developing a policies and procedures manual that provides guidelines and instruction to staff, volunteers, partners, sponsors, and all other individuals and groups affiliated with the department on how to manage situations that are specific to the department's operations. The purpose of the manual is to ensure the department provides fair and equitable service and opportunities to everyone that is impacted by the department's actions.

As staff work on the creation of this manual, feedback and input from the Parks and Recreation Advisory Committee is valued. The committee is to provide feedback and input on items currently outlined in the manual.

FINANCIAL IMPACT

There is no financial impact on this item of providing input and direction on a draft of a policies and procedures manual.

ATTACHMENTS

1. Draft Parks and Recreation Policies and Procedures Manual

1. Introduction

1.1 Purpose

This manual establishes the official policies and procedures governing the operations of the City of Riverbank Parks and Recreation Department. It provides consistent direction to ensure the effective, efficient, and equitable delivery of parks and recreation services to the community.

1.2 Mission Statement

The mission of the City of Riverbank Parks and Recreation Department is to enhance community life by providing quality parks, facilities, programs, and services that promote health, wellness, inclusion, and a sense of belonging.

1.3 Department Overview

The Parks and Recreation Department oversees the planning, development, maintenance, and operation of the City's parks, open spaces, recreational facilities, aquatics programs, and facility maintenance. The Department consists of the following divisions:

- Administration
- Recreation Services
- Parks Maintenance
- Aquatics
- Facility Maintenance

1.4 Authority and Review

This manual is issued under the authority of the Parks and Recreation Director and approved by the Parks and Recreation Advisory Committee and City Council. It shall be reviewed annually by the Parks and Recreation Director and updated as necessary to reflect current practices, ordinances, and regulations. All updates will be presented to the Parks and Recreation Advisory Committee for their vote of approval. All changes will be included in the policies and procedures manual with the date of approval displayed.

2. Administrative Policies

2.1 Code of Conduct

All individuals representing the City of Riverbank Parks and Recreation Department—including employees, volunteers, appointees, independent contractors, instructors, vendors, sponsors, partner organizations, and any other person acting on behalf of the Department—are expected to uphold the highest standards of honesty, integrity, and professionalism. The conduct of every representative directly impacts the community's trust and perception of the City..

2.2 Equal Opportunity and Non-Discrimination

The City of Riverbank Parks and Recreation Department is firmly committed to providing a workplace and community environment that is free from discrimination, harassment, and retaliation. Every individual—whether an employee, volunteer, program participant, contractor, vendor, or member of the public—has the right to participate, work, and engage in an atmosphere of fairness, dignity, and respect.

2.3 Confidentiality

Employees shall protect all confidential information obtained through their duties and shall not disclose it to unauthorized individuals. All individuals associated with the Department must treat information obtained in the course of their duties as confidential unless it is clearly intended for public release. Unauthorized disclosure, sharing, or misuse of confidential information is strictly prohibited and may result in disciplinary action, termination of employment or service, or termination of contracts. Examples of confidential information are but not limited to personal data, program registration records, employee records, incident and accident reports, facility security information, legal communication, etc.

2.4 Conflict of Interest

All individuals representing the Department shall avoid any situation, activity, or relationship that conflicts with, or appears to conflict with, their official responsibilities. No one shall use their position, authority, or influence within the Department for personal gain or to benefit relatives, friends, or outside organizations. Department representatives shall not solicit or accept gifts, meals, discounts, or items of value intended to influence decision-making or secure preferential treatment. Modest items of appreciation, such as promotional materials or snacks shared at meetings, may be accepted if their value is nominal and acceptance is not prohibited by City policy. Any questionable offers should be reported to a supervisor before acceptance.

2.5 Media Relations

Only authorized representatives are permitted to make official statements or release information to the media or the public on behalf of the Department or the City of Riverbank. The Parks and

Recreation Director, City Manager, and the City's Public Information Officer (PIO) are the designated spokespersons for all official media inquiries, press releases, or public statements. Employees, volunteers, contractors, and partners are expected to direct all media inquiries to an authorized spokesperson and to refrain from commenting on City business unless explicitly authorized.

2.6 Record Retention

All records created, received, or maintained by the Parks and Recreation Department in the course of official business are considered public records and must be retained in accordance with the City's Records Retention Schedule and applicable State and Federal laws. Records shall not be destroyed, deleted, or altered except as authorized under the City's adopted policies and procedures.

2.7 Social Media Conduct

Social media is a valuable tool for community engagement, but it must be used responsibly and in alignment with City policy. Only designated staff may post to official Parks and Recreation accounts, and all content must be factual, inclusive, and consistent with City branding and communication standards. Posts should promote programs and community pride while avoiding political, discriminatory, or inflammatory material. Employees, volunteers, and contractors are free to maintain personal social media accounts but may not disclose confidential information, internal photos, or opinions that could be perceived as official City positions. The use of City logos, branding, or images on personal accounts is prohibited without authorization. Individuals who identify themselves as City representatives online should make it clear that any opinions expressed are personal and do not reflect the views of the City of Riverbank. Photos of minors or participants may only be shared with an approved photo release. All Department representatives must use good judgment, uphold professionalism, and avoid any online activity that could damage the City's credibility or reputation.

3. Human Resources

3.1 Recruitment and Hiring

The Department follows a fair and transparent recruitment and hiring process designed to attract skilled and motivated individuals who embody the City's values of professionalism, integrity, and community service. Hiring shall be conducted in coordination with the City's Human Resources Department to ensure compliance with applicable laws, regulations, and collective bargaining agreements. All job openings shall be approved by the Parks and Recreation Director and Human Resources prior to posting. Job descriptions must accurately reflect the duties, qualifications, certifications, and expectations of the position. Open positions will be advertised through multiple channels, including the City's website, professional organizations, community boards, educational institutions, and social media platforms to ensure broad outreach. Each posting shall include a clear application deadline, compensation range, and summary of benefits. Department representatives will screen applications for minimum qualifications and eligibility requirements. Qualified candidates will be forwarded to the hiring supervisor or interview panel for consideration. Interview panels should include at least one Parks and Recreation representative and one member designated by HR to promote fairness and consistency. Structured interview questions will be used to assess candidates' knowledge, skills, and abilities related to the position. Practical skill assessments or demonstrations may be required for certain roles, such as recreation instructors, maintenance staff, or lifeguards. Following interviews, the hiring panel will rank candidates and recommend a finalist to the Parks and Recreation Director for review and approval.

3.2 Employee Orientation

All newly hired, re-hired, or reassigned employees—whether full-time, part-time, or seasonal—shall participate in an official orientation conducted by the Parks and Recreation Department and the City's Human Resources Division. Orientation ensures employees are familiar with City policies, departmental expectations, safety procedures, and customer service standards prior to performing assigned duties.

The Department is committed to ensuring every employee has a clear understanding of:

- The mission and goals of the City and the Parks and Recreation Department.
- Their specific job duties, responsibilities, and performance expectations.
- The ethical, legal, and safety obligations of public service.

Orientation administered by the Parks and Recreation Department will provide the following:

- Department overview, mission, and service philosophy.
- Tour of facilities, parks, and work areas.
- Introduction to supervisors, team members, and key staff contacts.

- Review of Department-specific policies (attendance, scheduling, uniforms, and communication protocols).
- Customer service expectations and community interaction guidelines.
- Site-specific safety training, emergency response procedures, and use of equipment.
- Review of timekeeping, reporting procedures, and documentation expectations.

Each new employee shall receive a copy of the Parks and Recreation Department Policies & Procedures Manual and acknowledge receipt in writing.

3.3 Performance Evaluation

All employees shall be evaluated regularly and fairly based on objective criteria related to their position and responsibilities. The evaluation process is designed to:

- Encourage consistent performance and quality service delivery.
- Promote open communication and constructive feedback.
- Support employee growth through goal-setting and training opportunities.
- Recognize individual and team accomplishments.
- Document performance for personnel and administrative purposes, including promotions, compensation adjustments, and continued employment.

Evaluations will be conducted in accordance with City Human Resources policies, labor agreements, and established departmental standards.

3.4 Disciplinary Procedures

Disciplinary action shall be administered in accordance with City of Riverbank Human Resources policies, applicable labor agreements, and state and federal law. The purpose of discipline is to:

- Encourage adherence to City and Department policies, procedures, and standards.
- Promote corrective behavior through clear communication and documented expectations.
- Maintain safe, efficient, and respectful workplaces.
- Protect the City and public interest from misconduct, negligence, or violation of trust.

Supervisors and managers are expected to apply disciplinary actions consistently and equitably across all employees, taking into account the nature, severity, and frequency of the offense.

3.5 Volunteer Management

The City of Riverbank welcomes and encourages volunteer participation in the delivery of parks and recreation programs, events, and services. All volunteers represent the City and are expected to conduct themselves professionally and respectfully while on duty, in uniform, or when acting on behalf of the Parks and Recreation Department. For the purposes of this policy, a

volunteer is an individual who performs services for the City of Riverbank without compensation, of their own free will, and under the supervision of City staff. This includes, but is not limited to: Recreation program assistants and coaches, event helpers, park cleanup and beautification volunteers, advisory board or committee members, and interns completing community service or school-based service hours. Independent contractors, vendors, and paid employees are not considered volunteers under this policy.

Recruitment and Selection: All prospective volunteers must complete a City of Riverbank Volunteer Application form. The application collects essential information such as contact details, relevant skills, interests, and availability. Volunteers serving in positions involving direct contact with minors, vulnerable adults, or financial transactions shall undergo a background check prior to service. Volunteers under 18 years of age must submit a Parental/Guardian Consent Form.

Supervision and Oversight: Volunteers shall always work under the direction of City staff or a designated supervisor. Staff are responsible for assigning tasks, providing guidance, and ensuring the volunteer's work supports City goals. Volunteers are not authorized to supervise employees, handle cash, operate heavy machinery, or make independent decisions that bind the City. City staff must ensure volunteers adhere to safety regulations and have the appropriate tools, equipment, and support to complete assigned tasks safely.

4. Financial Management

4.1 Budget Development

The Parks and Recreation Director shall prepare and submit the annual departmental budget in accordance with City fiscal policies. Budget management is a shared responsibility among supervisors to ensure proper use of funds.

4.2 Purchasing and Procurement

The City of Riverbank Parks and Recreation Department is committed to maintaining integrity, transparency, and fiscal responsibility in all purchasing and procurement activities. All purchases made by the Department must comply with the City's adopted Purchasing Policy, Municipal Code, and applicable state and federal laws. Purchasing activities shall reflect fair competition, sound business judgment, and the prudent use of public funds while ensuring that goods and services are obtained efficiently and at the best value to the City.

4.3 Fee Schedule and Cost Recovery

Fees for programs, facility rentals, and services shall be established in accordance with the City's adopted Master Fee Schedule and approved by the City Council. All fees are designed to:

Recover a reasonable portion of the direct and indirect costs associated with delivering programs and maintaining facilities. Promote fiscal sustainability while maintaining affordability and equitable access for all residents. Support the City's commitment to quality, inclusion, and continuous improvement in recreation services.

Fee schedules will be reviewed annually to ensure they remain fair, competitive, and reflective of the actual cost of service.

Include policy from financial sustainability study

4.4 Cash Handling

All employees who handle City funds are responsible for maintaining the highest standards of honesty and accountability. The Department shall ensure that: all funds are properly receipted, recorded, and deposited promptly, adequate internal controls are in place to prevent loss, theft, or misuse, cash-handling activities are regularly monitored and reconciled, staff are properly trained in cash-handling procedures. This policy applies to all forms of money collected by the Department, including cash, checks, money orders, credit and debit card transactions, electronic payments and online registrations, and petty cash funds and event proceeds. It applies to all locations where the Department conducts transactions, including City Hall, recreation facilities, pools, parks, and off-site community events.

To safeguard City assets and ensure accountability, the Department shall follow these core internal control principles:

- **Separation of Duties:** Different employees should be responsible for receiving, recording, and depositing funds whenever possible.
- **Accountability:** Each cashier or staff member handling funds is personally accountable for the cash in their possession until it is transferred or deposited.
- **Documentation:** Every transaction must be supported by receipts, reports, or electronic records.
- **Verification:** Supervisors must regularly reconcile cash receipts with accounting reports.
- **Security:** Cash and valuables must be stored securely in locked drawers, safes, or cash boxes when not in use.

4.4.1 Cash Collection Procedures

Acceptable Payments: The Department may accept cash, checks payable to "City of Riverbank," and credit/debit card payments through City-approved systems. Checks must include the payer's name, address, phone number, and driver's license number.

Receipts: Copies of receipts shall be retained for reconciliation and audit purposes.

Cash Drawers: Each cashier shall be assigned a separate cash drawer or register with a fixed starting amount. Cash drawers must be balanced at the end of each shift and secured in a locked location.

Point-of-Sale Systems: All transactions shall be recorded immediately in the City's approved point-of-sale or registration system. Voided or refunded transactions must include an explanation and supervisor approval.

4.4.2 Cash Handling at Events or Off-Site Locations

Cash boxes shall be issued by authorized staff and documented with beginning and ending balances. Two staff members should be present whenever cash is collected or counted. Event proceeds must be counted and verified on-site before transport. Funds must be returned to the main office and deposited on the next business day. Temporary cash-handling forms (Event Cash Log, Deposit Slip, and Count Sheet) must be completed and signed by both staff members.

4.4.3 Deposits

Frequency: All funds collected shall be deposited into the City's designated bank account daily or the next business day when total receipts exceed \$100, or at least once per week for smaller amounts.

Preparation: The staff preparing the deposit must complete a Deposit Reconciliation Form summarizing the total of cash, checks, and credit payments. A supervisor must verify and sign off before the deposit is delivered to Finance.

Security of Deposits: Cash deposits must be transported in a locked bank bag. Deposits shall never be mailed or left unattended in vehicles.

Verification by Finance: The Finance Department will confirm the deposit and reconcile it with the submitted report. Any discrepancies will be reported immediately to the Parks and Recreation Director.

4.4.4 Refunds and Adjustments

Refunds may only be issued through the City's official registration or financial system with prior supervisor approval. Cash refunds are prohibited unless authorized by the Parks and Recreation Director. Refunds must be documented with the customer's name, transaction number, reason for refund, and staff signature. Refunds may be subject to administrative fees as outlined in the City's Refund Policy.

4.4.5 Shortages, Overages, and Errors

Cashiers are responsible for counting and verifying their drawer balances before and after each shift. Any discrepancies must be reported to the supervisor immediately. Repeated or unexplained shortages may result in disciplinary action. Overages shall also be reported and deposited with the daily receipts; no employee may retain excess funds under any circumstance.

4.4.6 Security and Safekeeping

Cash and checks must be kept in locked drawers, safes, or secured rooms at all times. Access to safes shall be limited to authorized personnel only. Cash-handling areas should be arranged to maintain visibility, reduce distractions, and minimize risk of theft. Employees must never transport large sums of cash alone.

4.4.7 Auditing and Oversight

The Parks and Recreation Director and Finance Department will conduct periodic and unannounced audits of cash-handling sites and records. Staff shall cooperate fully during audits and provide all requested documentation. Findings and corrective actions will be documented and followed up promptly.

4.4.8 Employee Accountability

Employees handling City funds must complete cash-handling training prior to assuming duties. Each employee shall sign a Cash Handling Acknowledgment Form confirming understanding of these procedures. Violations of this policy—including negligence, falsification, or misappropriation—may result in disciplinary action, termination, and/or legal prosecution.

4.4.9 Reporting Theft or Irregularities

Any suspected theft, fraud, or financial irregularity must be reported immediately to a supervisor, the Parks and Recreation Director, or the Finance Department. Reports shall be investigated confidentially and promptly, with law enforcement notified if necessary. No employee shall conceal or attempt to resolve cash discrepancies independently.

4.4.10 Commitment to Financial Integrity

The Parks and Recreation Department recognizes that cash-handling represents one of the most sensitive aspects of financial management. Every employee plays a role in safeguarding public funds and ensuring that the community's trust in City operations is upheld through transparency, accuracy, and accountability.

4.5 Refund and Cancellation

Refunds and cancellations shall be administered in accordance with this policy to ensure equitable treatment of all participants and efficient financial management. Refunds will be issued only when requests are made within the prescribed timeframes and conditions outlined herein. Administrative fees may apply to cover processing costs and pre-committed expenses such as staffing, supplies, and facility preparation.

4.5.1 General Principles

Refunds are not guaranteed and will only be granted in accordance with this policy. Refund requests must be submitted in writing (email or in person) to the Parks and Recreation Department. Refunds will be made to the original payer and in the original form of payment whenever possible. Refunds may take up to three (3) weeks to process once approved. The Department reserves the right to cancel, postpone, or modify programs and facility rentals as necessary for operational, weather, or safety reasons.

4.5.2 Refunds Initiated by the Department

If the Department cancels a program, class, or event due to low enrollment, weather, staffing shortages, or other unforeseen circumstances, a full refund will be issued automatically to all registered participants. If the Department cancels a portion of a multi-session program, participants will receive a pro-rated refund or credit based on the number of classes or sessions missed. If a program is postponed, participants may transfer to the rescheduled date or request a full refund. If a facility reservation becomes unavailable due to maintenance, safety, or other City-related issues, a full refund or rescheduling option will be provided.

4.5.3 Refunds Initiated by the Participant – Recreation Programs

Refunds for voluntary participant withdrawals will be granted according to the following guidelines:

- Before Program Start: A full refund will be issued.
- After Program Begins: No refunds will be issued once a program has started unless the participant provides documentation of a medical emergency or other extraordinary circumstance, subject to Director approval.

Participants may request to transfer to another program, session, or participant (e.g., sibling) before the program start date if space allows.

4.5.4 Refunds for Facility Rentals

Cancellation Notice: All facility rental cancellations must be submitted in writing to the Department.

Refund Schedule:

- 30 Days or More Before Reservation: Full refund minus a \$100.00 Booking Fee.
- Less than 30 Days before Reservation: No refund.

Weather or City Closure: If a rental is canceled by the City due to weather, maintenance, or safety issues, a full refund or rescheduling option will be offered.

Security and Cleaning Deposits: Refundable deposits will be returned after the event if the facility passes post-event inspection and all policies are followed. Deposit refunds may take up to four (4) weeks to process.

4.5.5 Refunds for Special Events and Ticketed Programs

Special events (e.g., festivals, concerts, swim nights, or tournaments) often involve prepaid expenses and staffing commitments. Therefore, no refunds will be issued for special event registrations or ticket purchases unless the event is canceled by the City.

For multi-day or session-based events (e.g., youth sports leagues or seasonal programs), refunds may be considered on a case-by-case basis for documented medical or family emergencies.

The Department may provide credits toward future events in lieu of refunds when appropriate.

4.5.6 Refunds for Passes and Memberships

Refunds for season passes, pool memberships, or other time-based access products are generally not permitted once the pass period has begun. Refunds or credits may be considered on a prorated basis for closures exceeding seven (7) consecutive days due to maintenance or safety issues. Lost passes will not be refunded but may be replaced for a nominal reprint fee.

4.5.7 Medical or Emergency Refunds

Participants who must withdraw from a program or rental due to a documented medical condition or emergency (e.g., hospitalization, family death, injury) may receive a pro-rated refund or full credit at the discretion of the Parks and Recreation Director. A written request and documentation must be submitted within ten (10) business days of the incident.

4.5.8 Credits and Alternative Compensation

In lieu of refunds, the Department may issue account credits that can be applied to future programs, facility rentals, or events.

Credits:

- Must be used within 12 months of issuance.

- Are non-transferable and non-refundable once applied.
- May not be used for deposits or programs operated by third-party contractors unless approved.

4.5.9 Refund Method and Processing

Refunds will be processed using the original method of payment whenever possible.

- Credit Card Payments: Refunded back to the same card.
- Cash or Check Payments: Refunded via check issued by the City's Finance Department.

Refunds will be processed within 21 calendar days of approval. The Department reserves the right to deduct any outstanding balances owed to the City before issuing a refund.

4.5.10 Non-Refundable Items

The following items are non-refundable under any circumstance:

- Material or supply fees paid directly to instructors.
- Merchandise, uniforms, or event t-shirts.
- Convenience or online processing fees.

4.5.11 Appeals Process

Participants who believe their refund request was denied unfairly may submit a written appeal to the Parks and Recreation Director within ten (10) business days of notification. The Director will review the appeal and issue a final decision within ten (10) business days. Decisions of the Director are final.

4.5.12 Documentation and Recordkeeping

All refund and cancellation requests must be documented in writing and retained in accordance with the City's record retention schedule. Refund data will be tracked for reporting purposes to ensure consistency and identify trends in cancellations or program performance.

4.5.13. Customer Service and Communication

The Department will ensure refund and cancellation policies are communicated clearly to participants through:

- The City's website and registration platform.
- Program brochures and event flyers.
- Facility rental agreements and online confirmation emails.

Staff are responsible for explaining policies at the time of registration or reservation and assisting participants with understanding their options.

4.5.14. Commitment to Fairness and Fiscal Responsibility

The City of Riverbank Parks and Recreation Department aims to balance fiscal responsibility with excellent customer service. This policy ensures that participants are treated fairly, that refunds are handled efficiently, and that public funds are managed transparently in the best interests of the community.

5. Facility Operations

5.1 Facility Use Policy

City facilities and parks are public assets intended for community use, recreation, and enrichment. The Parks and Recreation Department will make facilities available for a wide range of activities — including recreation programs, community events, meetings, private rentals, and partner organization activities — while maintaining fair access, public safety, and alignment with City goals.

All facility uses must comply with City ordinances, state and federal laws, and the provisions of this manual. This policy applies to all City-owned or managed facilities, including but not limited to community centers and meeting rooms, sports fields, courts, and athletic complexes, aquatic facilities, park shelters, picnic areas, and open spaces, amphitheaters and event stages, specialized facilities such as skate parks or splash pads. It applies to all users, including individuals, community groups, nonprofits, schools, and commercial entities.

5.1.1 Reservation Procedures

Application Requirement: All facility rentals require a completed Facility Use Application submitted at least 30 days in advance of the requested date.

Approval: Reservations are not confirmed until the application is approved, all required documents are submitted, and full payment (including deposits) is received.

Age Requirement: The applicant must be at least 21 years of age and assume full responsibility for compliance with City policies.

Insurance: All rentals must comply with the City's insurance requirements (typically a \$1 million liability policy naming the City of Riverbank as additional insured).

Deposits: A refundable security deposit is required for all private rentals and events. Deposits are returned after satisfactory inspection.

Permits: Events involving amplified sound, alcohol, food vendors, tents, inflatables, or large crowds may require additional City permits and approvals (e.g., Special Event Permit, ABC License, Fire Permit).

5.1.2 Facility Use Rules

Each facility has its own unique rules and policies. Facility rules and policies can be found in the appendix of the Policies and Procedures Manual.

5.1.3 Fees and Payments

All rental and use fees shall be charged according to the City Council–approved Fee Schedule. A \$100.00 booking fee is required at the approval of the facility rental application. The remaining rental fees are due no later than 30 days prior to the scheduled event.. Deposits and fees may be paid by credit card, check, or money order made payable to the City of Riverbank. Cancellations and refunds are subject to the Refund and Cancellation Policy (Section 4.5). Additional fees may be requested for staff time, cleaning, security, or special equipment requests.

Include Fee Waiver Policy

5.1.4 Damage, Cleaning, and Deposit Refunds

Facilities must be returned in clean, undamaged condition. Staff will inspect the facility following each rental. Staff is required to complete a post-event report and document with pictures of any issues that would result in a loss of deposit. The cost of repairing damage or cleaning beyond normal use will be deducted from the security deposit. Deposits will be refunded within four (4) weeks after the event, provided no damages, violations, or unpaid charges exist. The City reserves the right to invoice users for additional costs exceeding the deposit amount.

5.1.5 Insurance and Liability

All users must carry general liability insurance as required by the City's Risk Management standards. Proof of insurance must be submitted at least thirty (30) business days prior to the event. The user assumes full responsibility for the actions of participants and guests and agrees to indemnify, defend, and hold harmless the City of Riverbank, its officers, employees, and agents from any liability arising from facility use. Failure to provide proof of insurance by the deadline will result in cancellation of the reservation without refund.

5.1.6 Prohibited Activities

The following activities are prohibited in all City facilities and parks unless expressly authorized in writing: sale or consumption of alcohol without permit, fireworks, pyrotechnics, or open flames, possession or use of illegal substances, weapons or firearms (except as authorized by law), any activity that may endanger participants, damage property, or disrupt public peace.

5.1.7 Field and Athletic Facility Use

Special provisions apply to sports fields, courts, and complexes:

- Fields may be reserved for organized games, tournaments, or practices.
- Seasonal use agreements may be established with recognized sports organizations.
- Fields may be closed during inclement weather or maintenance periods.

- Unauthorized play or field use during closures may result in penalties or loss of privileges.
- Lights, scoreboards, and concessions may only be operated by authorized users

5.1.8 Supervision and Staffing

City staff may be assigned to supervise large events, monitor facility operations, or assist with setup. Staffing fees will be assessed as outlined in the Fee Schedule. Users must follow the directions of City staff at all times.

5.1.9 Enforcement and Revocation

The City reserves the right to revoke any permit or cancel any event if the user violates City policy, provides false information, or engages in unsafe or disruptive behavior. Violations may result in forfeiture of deposits, denial of future use, and potential legal action. The Parks and Recreation Director or designee has authority to suspend or deny facility access for cause

5.2 Reservation Priorities

When multiple requests are received for the same facility or date, priority shall be given in the following order:

1. City of Riverbank programs and official events.
2. Riverbank-based youth and community organizations with current facility agreements.
3. Riverbank residents and local nonprofits.
4. Nonresident individuals, organizations, and commercial groups.

The Department reserves the right to adjust schedules to accommodate City-sponsored activities or maintenance needs.

5.3 Maintenance and Inspections

The Parks and Recreation Department shall perform ongoing maintenance and inspections of all City parks, facilities, and equipment to preserve safety, extend the life of infrastructure, and maintain compliance with local, state, and federal standards. Maintenance and inspection programs shall emphasize safety, prevention, accountability, and continuous improvement.

The Department shall maintain all facilities according to established standards of cleanliness, functionality, and safety. Standards include, but are not limited to:

- Clean restrooms, litter-free grounds, and emptied trash receptacles.
- Safe, hazard-free walkways and turf areas.

- Well-maintained irrigation and drainage systems.
- Properly functioning lighting, signage, and amenities.
- Regular mowing, pruning, and weed control.
- Timely repair or replacement of damaged equipment or structures.

5.3.1 Maintenance Responsibilities

Parks Maintenance Division:

- Oversees grounds, landscaping, turf, irrigation, and playground equipment.
- Performs daily or weekly site checks and reports hazards or deficiencies.
- Conducts preventive maintenance on amenities, vehicles, and tools.

Facilities Maintenance Division:

- Maintains buildings, restrooms, HVAC systems, and electrical fixtures.
- Performs custodial services, repairs, and seasonal deep cleaning.

Recreation and Aquatics Staff:

- Reports maintenance issues observed during programs or events.
- Conducts pre- and post-use inspections of rooms, pools, and event areas.

Supervisors and Managers:

- Coordinate inspections, work orders, and vendor contracts.
- Ensure compliance with City safety policies and maintenance schedules.

5.3.2 Inspection Procedures

Frequency:

- Parks and high-use facilities shall be inspected daily.
- Specialized equipment (e.g., bleachers, lighting systems, and playground structures) shall be inspected quarterly or as recommended by the manufacturer.
- Comprehensive facility audits shall be conducted annually.

Inspection Checklists:

- Standardized inspection forms shall be used to ensure consistency and thoroughness.
- Forms shall document date, inspector name, condition ratings, and corrective actions taken.

Reporting:

- Hazards or damage requiring immediate attention must be reported to a supervisor within 24 hours.

- Non-urgent maintenance issues shall be logged in the Department's work order system for scheduling.

Documentation:

- Inspection reports must be maintained on file in accordance with the City's Record Retention Policy.
- Records shall be available for review during audits, risk assessments, or litigation defense.

5.3.3 Playground and Equipment Safety

All playgrounds must comply with Consumer Product Safety Commission (CPSC) and ASTM International standards. Certified Playground Safety Inspectors (CPSIs) shall conduct formal inspections annually or after major repairs. Damaged or unsafe equipment shall be immediately removed from service until repaired or replaced. Surfacing materials shall be maintained at proper depth and condition to reduce fall injuries.

5.3.4 Aquatic Facilities

Pools and splash pads shall be inspected daily during operation for water quality, mechanical systems, and safety equipment. Maintenance logs must include chlorine levels, pH readings, filter pressure, and visual inspections. Lifeguard chairs, rescue equipment, and signage must be checked before each shift. Aquatic maintenance staff shall hold appropriate certifications in pool operations (e.g., AFO or CPO).

5.3.5 Work Orders and Repairs

All maintenance and inspection findings shall be entered into a Work Order Management System. Work orders must include a clear description, location, urgency level, assigned staff, and completion date. Urgent safety-related repairs (e.g., broken glass, exposed wiring, tripping hazards) must be addressed within 24 hours. Routine repairs shall be prioritized based on severity, budget, and available staff resources.

5.3.6 Preventive Maintenance

To minimize long-term costs and asset deterioration, the Department shall implement preventive maintenance schedules that include:

- Regular servicing of vehicles, HVAC systems, irrigation pumps, and electrical panels.
- Repainting, resurfacing, and sealing of structures and court surfaces.
- Seasonal equipment inspections (e.g., splash pad start-up/shutdown, winterization).
- Tracking of replacement cycles for major assets such as playgrounds and turf.

Preventive maintenance schedules will be reviewed annually by supervisors and updated as necessary.

5.3.7 Contractor and Vendor Maintenance

Contractors performing maintenance work (e.g., pest control, tree trimming, irrigation repairs) must comply with City procurement and insurance requirements. Contractors are responsible for adhering to City safety standards and completing work within agreed timelines. Department staff shall monitor contractor performance and inspect completed work prior to payment.

5.3.8 Safety and Risk Management

All maintenance activities shall follow the City's **Injury and Illness Prevention Program (IIPP)** and applicable **Cal/OSHA** standards. Staff must use appropriate personal protective equipment (PPE) and follow proper procedures when using tools, chemicals, or machinery. Hazardous materials shall be labeled, stored, and disposed of in accordance with environmental regulations. Maintenance zones shall be clearly marked to prevent public access during repairs or mowing.

5.4 Keys and Access Control

The Parks and Recreation Department shall maintain strict control over the distribution and use of all facility keys, access cards, and electronic entry systems. Only authorized personnel may possess or use keys and access devices, and all such items remain the property of the City of Riverbank. This policy ensures accountability, minimizes unauthorized entry, and supports the safety of employees, contractors, and the general public.

5.4.1 Authorization and Approval

Key and access requests must be submitted using the **Key/Access Request Form** and approved by the Parks and Recreation Director or designee. Keys and access cards shall only be issued to individuals who have a legitimate operational need and completed the required **Key Holder Agreement Form**. The Parks and Facilities Supervisor (or assigned staff) is responsible for key distribution, tracking, and retrieval. No employee, contractor, or volunteer may duplicate, transfer, or loan a City-issued key or access device under any circumstance.

5.4.2 Access and Use Requirements

Keys and access cards shall only be used for official City business. Facilities must remain locked when not in use. Employees are responsible for ensuring doors, gates, and windows are secured upon departure. No employee shall admit unauthorized persons into secured areas. Shared access (e.g., janitorial, maintenance, or event staff) must be coordinated through the Parks and Facilities Supervisor.

5.4.3 Lost, Stolen, or Damaged Keys

Lost or stolen keys must be reported immediately to the supervisor or Parks and Facilities Division. The City reserves the right to charge the responsible party for the cost of rekeying

locks or replacing keys and access devices. When warranted, the Parks and Recreation Director may initiate a security review to determine if additional measures, such as rekeying or code changes, are necessary. Damaged keys or cards must be returned to the Department before a replacement is issued.

5.4.4 Rekeying and Code Changes

The Department shall rekey or reprogram locks in the following circumstances:

- Loss or theft of a master or sensitive-area key.
- Unauthorized access or suspected security breach.
- Facility renovations or changes in key distribution structure.
- Periodic preventive maintenance or rotation schedule.

Rekeying shall be coordinated through the Parks and Facilities Supervisor and approved by the Parks and Recreation Director.

5.4.5 Contractor and Partner Access

Contractors, vendors, or partner organizations requiring temporary access must submit a written request and sign a **Temporary Access Agreement**. Temporary keys shall be issued for the minimum time necessary and must be returned immediately after project completion. Contractors found sharing, duplicating, or misusing keys may be subject to termination of contract and loss of future eligibility.

6. Program Management

6.1 Program Planning

The Department shall plan and administer a broad spectrum of recreation programs and activities that promote physical fitness, social engagement, cultural enrichment, and community pride. Programs shall be designed and implemented based on demonstrated community needs, available resources, staff expertise, and alignment with the Department's mission. Program planning will emphasize inclusivity, innovation, fiscal responsibility, and long-term sustainability.

6.1.1 Community Needs Assessment

Program development shall be informed by community engagement, including surveys, focus groups, advisory commissions, and public feedback. Staff shall analyze participation data, demographic trends, and regional benchmarks to identify gaps in recreation services. Needs assessments shall be conducted as part of the City's Parks and Recreation Master Plan updates and reviewed annually for relevance. Program adjustments shall be made based on participation trends, evaluation feedback, and evolving community priorities.

6.1.2 Program Scheduling and Coordination

Program schedules shall be coordinated across all divisions to avoid overlap and ensure efficient facility usage. Facilities and parks shall be reserved through the Department's Administrative Clerk to prevent conflicts. Deadlines for brochure inclusion, registration opening, and marketing materials shall be communicated to staff well in advance.

6.1.3 Staffing and Training

Program supervisors are responsible for hiring qualified instructors, coaches, and seasonal staff. All instructors and volunteers must pass background checks and meet training or certification requirements appropriate to their program area (e.g., CPR/First Aid, aquatics, youth safety). Staff will receive ongoing professional development in recreation programming, customer service, and safety practices. Contractor instructors must sign a written agreement outlining program expectations, compensation, insurance requirements, and City policies.

6.1.4 Program Evaluation

Each program shall be evaluated upon completion using participant surveys, instructor feedback, and financial data. Evaluation criteria shall include:

- Attendance and participation rates.
- Participant satisfaction.
- Achievement of program goals.
- Cost recovery and budget adherence.
- Equity and accessibility performance.

Programs not meeting minimum participation or quality standards may be modified or discontinued. Results of evaluations shall be reviewed by supervisors and included in annual program performance reports.

6.1.5 Marketing and Promotion

Program marketing shall align with the City's branding standards and communication strategy. Promotional efforts may include brochures, social media, flyers, digital newsletters, and press releases. All program descriptions must be clear, concise, and inclusive, highlighting benefits, requirements, and deadlines. City-sponsored materials must be approved by the Parks and Recreation Director or designee before publication. Marketing and promotion material must be published no later than 45 days prior to the start of a program, event, or activity.

6.1.6 Partnerships and Co-Sponsorships

The Department may collaborate with schools, nonprofits, businesses, and other agencies to expand programming opportunities. All partnerships shall be documented through a Memorandum of Understanding (MOU) or written agreement outlining responsibilities, costs, and liability coverage. Partnerships shall enhance, not duplicate, existing community services. The Department will ensure that all co-sponsored programs maintain public accessibility and uphold City values.

6.1.7 Innovation and Continuous Improvements

Staff are encouraged to pilot new or seasonal programs to respond to emerging trends and resident feedback. Pilot programs shall be reviewed after one session to determine viability and sustainability. The Department will maintain an ongoing culture of innovation, encouraging creative approaches to community engagement and service delivery.

6.1.8 Program Discontinuation

Programs may be discontinued or restructured if:

- Participation levels fall below minimum thresholds.
- Costs consistently exceed revenue or cost recovery targets.
- The program no longer aligns with community needs or Department goals.
- Facility or staff resources are no longer available.

Before discontinuing a program, staff shall analyze participation data, community feedback, and potential alternatives.

6.1.9 Report and Accountability

The Parks and Recreation Director shall review program participation, cost recovery, and satisfaction metrics at least annually. Program performance reports shall include successes,

challenges, and recommendations for improvement. Data will inform budget decisions, staffing allocations, and strategic planning. Annual summaries may be presented to the Parks and Recreation Advisory Committee and City Council as part of the Department's performance reporting.

6.2 Registration Procedures

The Department shall maintain a standardized registration process for all recreation programs and activities. Registrations will be accepted on a first-come, first-served basis, subject to space availability, eligibility requirements, and compliance with payment and waiver procedures. The Department is committed to fair access, accurate recordkeeping, and the protection of participant information. This policy applies to:

- All programs, classes, leagues, camps, events, and activities administered or co-sponsored by the Department.
- All registration methods, including in-person, online, mail-in, and phone registration.
- All individuals, including residents, nonresidents, minors, adults, and participants with disabilities.

6.2.1 Registration Methods

The Department provides multiple registration options for public convenience:

- **Online Registration:** Participants may register and pay through the City's designated recreation management platform. Online registration is available 24/7 unless temporarily suspended for maintenance.
- **In-Person Registration:** Participants may register during regular business hours at the Parks and Recreation Office or other designated facility.
- **Mail-In Registration:** Paper forms may be mailed to the Department, accompanied by payment via check or money order.
- **Phone Registration:** Accepted only for specific programs as authorized by the Director. Credit or debit payment is required at the time of registration.

Registrations will not be accepted by text message, social media, or third-party platforms unless specifically authorized by the Department.

6.2.2 Registration Periods

Each program shall have an established registration opening and closing date set by the program supervisor. Registration periods shall be online at least two weeks before opening. The registration period shall be open no less than 45 days. Late registrations may be accepted on a case-by-case basis if space permits and program logistics allow, and may be subject to a late registration fee.

6.2.3 Residency Definition

Resident: Any individual living within the incorporated limits of the City of Riverbank or owning property within city limits.

Nonresident: Individuals who live outside the city limits.

Proof of residency may be required and may include a current driver's license, utility bill, or property tax statement. Resident and nonresident fees shall be charged according to the City's adopted Fee Schedule.

6.2.4 Eligibility and Participation Requirements

Participants must meet all age, skill, and program requirements listed in promotional materials. Age eligibility is determined as of the first day of the program session unless otherwise stated. The Department reserves the right to verify eligibility and request documentation as needed. Participants with medical conditions requiring special attention must provide relevant information to ensure safety and accommodation. The Department reserves the right to deny participation when health, safety, or behavioral concerns are present, consistent with applicable laws.

6.2.5 Payment and Fee Collection

Full payment is due at the time of registration unless otherwise specified. Accepted payment methods include cash, credit/debit cards, and checks payable to "City of Riverbank." Registrations without completed payment will not be processed. Refunds and cancellations shall follow the procedures outlined in Section 4.5: Refund and Cancellation Policy.

6.2.6 Waivers and Participant Agreements

All participants (or parents/guardians of minors) must sign a Release of Liability and Indemnification Waiver prior to participation. The waiver acknowledges the inherent risks associated with recreation activities and releases the City of Riverbank from liability to the extent permitted by law. Participants must also agree to comply with City and program-specific rules, including codes of conduct, safety regulations, and refund policies. No participant may engage in a program until all required documents are completed, signed, and received by the Department.

6.2.7 Photo and Media Release

Participants may be photographed or filmed during programs and events for promotional purposes. All registrants must acknowledge the **Photo and Media Release Statement** as part of the registration process. Participants who do not wish to be photographed must notify the Department in writing prior to participation. Staff will make reasonable efforts to honor requests for exclusion from photographs and videos.

6.2.8 Participant Conduct

Participants are expected to conduct themselves respectfully and responsibly while participating in all City programs. Disruptive, unsafe, or inappropriate behavior may result in removal from a program without refund. Parents/guardians are responsible for ensuring children behave appropriately and comply with staff instructions. All participants are subject to the Department's Code of Conduct Policy (Section 2.1).

6.2.9 Special Accommodations

The Department is committed to providing equal access to programs in compliance with the Americans with Disabilities Act (ADA). Participants requiring special accommodations must submit requests at least ten (10) business days prior to program start. Staff will coordinate with participants and caregivers to make reasonable modifications that allow safe and meaningful participation.

6.2.10 Scholarships and Financial Assistance

Financial assistance may be available through the Riverbank Recreation Scholarship Fund or other approved subsidy programs. Applications must be completed and approved prior to registration. Scholarship funds may cover a portion of program fees but typically exclude materials, uniforms, or travel costs. Confidentiality shall be maintained for all applicants.

6.2.10 Transfers, Changes, and Cancellations

Participants may transfer to another session or class prior to the start date, provided space is available. Cancellations must follow procedures outlined in Section 4.5: Refund and Cancellation Policy. The Department reserves the right to combine, cancel, or reschedule programs due to low enrollment or unforeseen circumstances.

6.3 Inclusion and Accessibility

The City of Riverbank affirms that every person deserves access to high-quality recreation experiences. The Department will design programs and operate facilities in a manner that:

- Complies with the Americans with Disabilities Act (ADA),
- Promotes dignity, independence, and equitable participation, and
- Encourages a welcoming environment for all individuals regardless of ability, race, gender identity, age, language, income level, or cultural background.

Inclusion is a shared responsibility of all staff, volunteers, instructors, and partners.

6.3.1 ADA Compliance

The Department shall:

- Maintain all facilities in compliance with ADA Title II requirements and applicable state accessibility standards.
- Ensure accessible parking, pathways, restrooms, seating, program areas, and emergency procedures.
- Provide accessible registration procedures, including online and in-person options.
- Ensure that program eligibility requirements do not intentionally or unintentionally exclude individuals with disabilities.
- Conduct periodic ADA audits of facilities and amenities.

Any barriers identified through inspection or public feedback shall be addressed promptly based on budget, safety priority, and feasibility.

6.3.2 Reasonable Accommodations

Participants requesting accommodations must notify the Department at least ten (10) business days before the program start date when possible. Reasonable accommodations may include:

- Adaptive equipment or modifications.
- Support staff or modified supervision ratios.
- Schedule adjustments or environmental adaptations.
- Visual aids, sensory supports, or communication tools.
- Modifications to rules that do not compromise safety.

The Department will evaluate requests through an interactive process involving staff, participants, caregivers, and when appropriate, medical or educational professionals. Accommodations will be provided up to the point where:

- Safety cannot be reasonably ensured,
- The accommodation would fundamentally alter the nature of the program, or
- The accommodation would require resources beyond what is reasonably available.

All determinations will be documented and communicated to the participant or guardian.

6.3.3 Communication Accessibility

To ensure information is accessible to all residents, the Department shall:

- Provide materials in easily readable formats using clear, plain language.
- Offer bilingual or multilingual materials (English/Spanish) whenever feasible.
- Ensure digital platforms meet web-accessibility standards (e.g., alt text, captioning).
- Provide assistance for individuals needing help with registration, forms, or navigation of facilities.

- Use accessible signage in parks and facilities for wayfinding.

6.3.4 Financial Accessibility

Cost should not be a barrier to participation. Residents may apply for financial assistance through the Recreation Scholarship Fund or other available subsidy programs. Scholarships will be awarded equitably based on need and available funding. The Department may offer low-cost or free programs to improve public access.

6.3.5 Behavioral Support and Participant Safety

The Department aims to support individuals with behavioral or emotional needs through reasonable strategies, such as:

- Visual schedules,
- Frequent breaks,
- Clear expectations,
- Positive reinforcement,
- Additional check-ins or modified activities.

Participants whose behavior poses a safety risk may be temporarily removed or dismissed following a documented review process, consistent with civil rights laws. Staff will communicate with caregivers to develop support strategies when appropriate.

6.3.6 Service Animals

Service animals trained to perform specific tasks for individuals with disabilities are permitted in all City facilities and programs in accordance with ADA guidelines. Emotional support or comfort animals are not considered service animals under the ADA and may only be allowed in designated areas or programs with prior approval.

6.3.7 Complaints and Grievances

Participants may submit complaints regarding accessibility barriers or discrimination to:

- The program supervisor,
- The Parks and Recreation Director, or
- The City's designated ADA Coordinator.

Complaints shall be investigated promptly and corrective action taken when warranted. No individuals shall face retaliation for submitting a concern or request.

6.4 Program Evaluation

The City of Riverbank Parks and Recreation Department is committed to continuous improvement and accountability in the delivery of recreation programs, services, and events.

Program evaluation is essential to ensuring programs remain high-quality, financially sustainable, equitable, and aligned with community needs and City Council priorities. This policy establishes a standardized framework for assessing program performance, participant experience, operational efficiency, and community impact.

6.4.1 Evaluation Framework

The Department's evaluation framework includes both quantitative and qualitative assessment tools in the following five domains:

Participation and Attendance

- Enrollment data
- Attendance rates
- Retention and repeat participation

Financial Performance

- Direct and indirect costs
- Revenue and cost recovery rate
- Comparison to Fee Schedule standards
- Cost per participant

Program Quality and Experience

- Participant satisfaction surveys
- Instructor or coach evaluations
- Customer service metrics
- Activity appropriateness and engagement

Operational Efficiency

- Staffing levels and scheduling
- Facility usage and capacity
- Supplies and equipment tracking
- Safety and incident reports

Equity and Accessibility

- Inclusivity of participants served
- Geographic reach
- Accessibility accommodations provided
- Demographic representation
- Alignment with inclusion goals (Section 6.3)

6.4.2 Data Collection Methods

Program staff shall use a variety of tools to collect evaluation data, including:

Participant Surveys

- Distributed at the program's end or mid-session for long programs
- Available in English and Spanish
- May be paper, digital, or through the registration system
- Confidential and voluntary
- Tailored for adults, youth, or parents/guardians

Instructor and Staff Reports

- Post-program report summarizing strengths, challenges, injuries, staffing, supplies, and recommended changes

Financial Analysis

- Cost recovery calculations
- Revenue-to-expense comparison
- Contract instructor payouts

Attendance Records

- Daily sign-in sheets
- Class rosters
- Drop-in counts at events

Facility and Safety Audits

- Facility reports from maintenance or recreation staff
- Incident/accident reports

Community Feedback

- Social media comments
- Email or phone comments
- Advisory Commission input
- Public surveys

6.4.3 Program Evaluation Report

For each program or session, staff shall complete a Program Evaluation Report that includes:

- Program overview and description
- Participation totals and demographic data

- Financial summary and cost recovery rate
- Summary of participant survey results
- Instructor or coach performance evaluation
- Safety and incident report summary
- Accessibility and inclusion review
- Staffing and operational notes
- Recommendations for improvement
- Determination of continuation, modification, or discontinuation

All reports must be submitted within 30 days after program completion.

6.4.4 Annual Program Review

Each division shall compile an Annual Program Review that summarizes:

- All program evaluations for the year
- Participation trends and demographic insights
- Cost recovery performance
- Success stories and highlights
- Identified challenges
- Opportunities for expansion or innovation
- Programs recommended for discontinuation
- Alignment with Master Plan and City Council goals

Annual reviews may be presented to the Parks and Recreation Commission and/or City Council.

6.4.5 Performance Standards

Programs should strive to meet the following standards unless otherwise authorized:

- Minimum enrollment thresholds established by division supervisors
- Participant satisfaction rate of 70% or higher
- Cost recovery rate consistent with the Fee Schedule & Cost Recovery Policy
- Compliance with ADA and inclusion requirements
- No recurring safety issues or facility deficiencies
- Instructor performance ratings meeting or exceeding expectations

Programs failing to meet standards may be modified, placed on probation, or discontinued.

7. Parks Maintenance and Operations

7.1 Inspection Procedures

The City of Riverbank Parks and Recreation Department is responsible for ensuring that all parks, open spaces, facilities, playgrounds, trails, sports complexes, and outdoor amenities are safe, clean, functional, and welcoming for public use. Regular inspections are essential for identifying hazards, preventing equipment failure, documenting maintenance needs, and protecting the City from liability.

7.1.1 Types of Inspections

The Department shall conduct four main types of inspections:

Daily Visual Inspections

Performed quickly by on-duty staff to identify obvious hazards or unsafe conditions. Common checks include:

- Trash accumulation
- Broken glass or debris
- Vandalism or graffiti
- Damaged play equipment
- Restroom cleanliness
- Standing water or irrigation runoff
- Playground scan for loose bolts, wear, surfacing depth
- Restroom supply levels and sanitation
- Trip hazards

Any urgent hazards must be addressed immediately or the area secured.

Weekly Operational Inspections

A more detailed assessment conducted by maintenance staff or leads, including:

- Turf condition and mowing needs
- Irrigation functioning and coverage
- Litter control and waste removal
- Lighting functionality at parks with night use
- General facility condition

These inspections are documented in the maintenance management system.

Monthly Safety Inspections

Documented, systematic, and thorough inspections focusing on safety, compliance, and structural integrity. Includes:

- Playground equipment per CPSI recommendations
- Picnic shelter roofing, posts, and stability
- Bleachers, dugouts, and sports fixtures
- Parking lots for potholes and striping
- Court surfaces (cracks, nets, fencing)
- Bridges, railings, and retaining walls
- Barbecue pits and fire rings
- ADA access routes and ramps

Monthly reports must be logged and reviewed by supervisors.

Annual Comprehensive Inspections

Led by supervisors, division managers, or Certified Playground Safety Inspectors. Covers:

- Full structural inspection of playgrounds
- Facility ADA audit
- Irrigation system audit and water efficiency review
- Building envelope inspection (roof, HVAC, lighting, doors)
- Signage audit (regulatory, directional, informational)
- Inventory of all park assets with condition ratings

Annual inspections help determine capital improvement needs.

7.1.2 Inspection Checklists

The Department shall use standardized checklists for consistency, including:

- **Playground Safety Checklist (CPSC/ASTM-based)**
- **Trail and Pathway Checklist**
- **Athletic Field & Court Inspection Form**
- **Restroom and Building Inspection Form**
- **Landscape & Irrigation Checklist**
- **Lighting and Electrical Safety Checklist**
- **Park Amenities Checklist**

Staff must complete forms accurately, noting:

- Location
- Date
- Inspector name
- Condition ratings
- Photos (if needed)

- Recommended corrective actions

7.1.3 Reporting and Documentation

All inspections must be documented in the City's work order or asset management system. Staff must submit inspection reports by the end of shift unless otherwise assigned. Documentation must include:

- Identified issues
- Urgency rating (high, medium, low)
- Photos or notes
- Required materials or contractor needs

Reports are retained according to the City's Record Retention Schedule and may be used for legal defense or risk management review.

7.1.4 Response and Priority Levels

Deficiencies found during inspections shall be prioritized:

Priority 1 – Immediate Hazards (Respond Within Same Day)

Examples include:

- Exposed rebar
- Damaged playground structure
- Fallen tree or limb blocking access
- Broken glass or sharps
- Electrical hazards
- Flooding or water leaks
- Vandalized restrooms impacting health

Staff must:

- Secure the area
- Place signage or barricades
- Notify supervisor
- Correct hazard immediately when possible

Priority 2 – High Priority Maintenance (Within 1–7 Days)

Examples:

- Irrigation leaks
- Loose bolts or minor structural issues
- Broken fencing

- Graffiti of a non-vulgar nature
- Turf damage affecting sports play

Priority 3 – Routine Maintenance (7–30 Days)

Examples:

- Paint touch-ups
- Minor landscaping
- Replacement of damaged signs
- Bench repairs
- General wear-and-tear items

Priority 4 – Deferred or Capital Needs

Examples:

- Replacement of large amenities
- Court resurfacing
- Parking lot repair
- Major play structure replacement

Supervisors determine whether items move to CIP planning.

7.1.5 Communication and Notification

Staff shall immediately notify the Parks Maintenance Supervisor of any serious hazards or facility closures. Supervisors must notify the Parks and Recreation Director when closures or high-risk hazards occur. Public communication (e.g., temporary closure signs, website updates) shall be coordinated through the Department office.

7.1.6 Playground Safety Inspections

All playgrounds shall be inspected monthly using CPSC & ASTM standards. Annual inspections must be performed by a Certified Playground Safety Inspector (CPSI). Inspection includes:

- Surfacing depth and condition
- Fall zones
- Hardware and structural connections
- Entrapment hazards
- Equipment wear
- Drainage and edging

Unsafe equipment shall be closed immediately until repaired.

7.1.7 Turf, Landscape, and Irrigation Checks

Inspections must include:

- Turf wear, soil compaction, or hazards
- Water coverage and overspray
- Leaks, broken heads, or dry spots
- Plant health and pruning needs
- Mulch levels in landscape beds
- Identifying insect or weed outbreaks

7.1.8 Sports Field and Court Inspections

Staff must assess:

- Infield and outfield condition
- Goal posts and fencing stability
- Court surface cracks and tripping hazards
- Lighting poles and bulbs
- Warning tracks, dugouts, and benches
- Bleacher safety and ADA access

Fields must be safe prior to usage.

7.1.9 Restroom and Facility Inspection

Staff must verify:

- Cleanliness and sanitation
- Functioning toilets, sinks, and dispensers
- Lighting, ventilation, and ADA features
- Graffiti or vandalism
- Supply levels
- Structural concerns (flooring, stalls, fixtures)

Restrooms require daily checks at minimum.

7.1.11 Seasonal and Weather-Related Inspections

Special inspections are required:

- After storms or high winds
- During extreme heat or cold
- Following large special events
- At seasonal facility openings/closings

7.2 Equipment Use and Storage

The City of Riverbank Parks and Recreation Department relies on a wide range of tools, vehicles, machinery, and equipment to maintain parks, facilities, landscapes, playgrounds, and open spaces. Proper use, handling, and storage of equipment is essential to protect staff, extend the life of City assets, and ensure safe and efficient maintenance operations.

7.2.1 Authorized Use Only

Only trained and authorized personnel may operate powered equipment or vehicles. Employees must meet City training requirements before use. Equipment shall be used only for City business — personal use is prohibited. Staff shall not modify equipment without supervisor approval. Unauthorized lending of City equipment to outside parties is strictly prohibited.

7.2.2 Equipment Safety Requirements

Before using equipment, staff must:

- Conduct a pre-use inspection (refer to Section 7.4.3)
- Wear appropriate PPE, which may include
 - Safety glasses
 - Ear protection
 - Gloves
 - Steel-toe boots
 - High-visibility vests
 - Masks or respirators for certain tasks
- Ensure guards, shields, and safety devices are in place
- Confirm equipment is properly fueled or charged
- Follow all manufacturer's instructions

During operation, staff must:

- Maintain awareness of surroundings
- Clear areas of bystanders before use
- Avoid steep slopes or unsafe terrain
- Shut off equipment when adjusting or moving between locations
- Never leave running equipment unattended

7.2.3 Pre-Use and Post-Use Equipment Inspection

Staff must inspect equipment before and after each use. Inspections include:

Pre-Use

- Check for loose bolts, missing parts, or damage
- Verify fuel/oil levels and inspect for leaks
- Inspect blades, lines, and cutting components
- Test brakes, handles, switches, and safety features
- Ensure tires or wheels are inflated and functional

Post-Use

- Clean equipment (remove debris, grass, dirt)
- Report any defects or issues to supervisor
- Refill fuel tanks when required
- Recharge batteries on battery-powered equipment
- Return tools to designated storage areas

Any equipment deemed unsafe must be tagged "Out of Service" immediately.

7.2.4 Fueling and Battery Charging

Fueling

- Fuel must be stored only in approved containers
- Refuel equipment only when turned off and cool
- Fueling must occur in designated outdoor or ventilated areas
- Spills must be cleaned immediately and reported

Battery Charging

- Charge only in designated charging stations
- Keep chargers clean, dry, and off the ground
- Damaged cables or batteries must be reported immediately
- Avoid overloading circuits

7.2.5 Staff Training

All staff shall receive training on:

- Safe equipment operation
- PPE requirements
- Equipment storage procedures
- Fuel handling and spill response

- Emergency shut-off procedures
- Lockout/tagout (where applicable)

Training must be documented and refreshed annually.

7.2.6 Accountability and Disciplinary Action

Staff may face disciplinary action if they:

- Misuse or abuse equipment
 - Fail to follow safety procedures
 - Fail to secure equipment properly
 - Operate equipment without authorization
 - Cause damage through negligence
-

8. Events and Community Engagement

8.1 Event Permitting

The City of Riverbank Parks and Recreation Department oversees the permitting, coordination, and approval of events held within City parks, streets, facilities, and public spaces. The Event Permitting Policy ensures that all events are safe, well-planned, properly coordinated, compliant with City regulations, and supportive of community goals. This policy outlines the procedures, requirements, and responsibilities for obtaining approval to host community events, private rentals, park events, street closures, festivals, and other organized activities in Riverbank's public spaces.

8.1.1 Types of Event Permits

Standard Park Event Permit

- Small to medium gatherings (1–200 people)
- Park areas, picnic shelters, or open lawns

Special Event Permit

- Large events (over 200 people)
- Events requiring vendors, temporary structures, road closures, security, or City staffing

Street Closure / Right-of-Way Permit

- Parades, races, block parties, or any event obstructing public streets

Facility Rental Permit

- Community center, Scout Hall, sports complexes, courts, or indoor spaces

Vendor & Concessionaire Permit

- Required for food trucks, merchandise sellers, craft vendors, or service vendors

8.1.2 Application Process

Submission Requirements

Applicants must submit:

- Completed Event Permit Application
- Site plan or map
- Event schedule and timeline
- Safety plan
- Parking and access plan

- Insurance certificate and endorsements
- Security, crowd management, or traffic plan
- Proposed event layout (booths, stages, generators, etc.)

Application Deadline

All applications and supporting materials must be submitted 30 days prior to the proposed event. Late applications may not be accepted.

- Review Process
 - Applications are reviewed by:
 - Parks & Recreation Department
 - Police Department
 - Fire Department
 - Public Works
 - Risk Management
 - Building & Safety (if structures involved)
- Approval
 - An event is approved only when:
 - All requirements are met
 - Payment and deposits are submitted
 - Insurance is verified
 - All agencies sign off
 - A permit is issued in writing
 - No verbal approvals are allowed.

8.1.3 Insurance and Liability Requirements

All events must provide:

- Commercial General Liability Insurance, naming the City as an additional insured
- Minimum policy limits determined by event risk level (typically \$1–5 million)
- Endorsements compliant with City Risk Manager requirements

High-risk activities may require:

- Drones: Aviation endorsements
- Alcohol service: Liquor liability coverage
- Bounce houses/inflatables: Vendor-provided insurance
- Pyrotechnics: Additional specialty insurance

Failure to meet insurance requirements results in denial.

8.1.4 Fees and Deposits

Fees may include:

- Application/processing fees
- Park or facility rental fees
- Staffing fees (security, lifeguards, custodial, maintenance)
- Field lighting or facility utilities
- Vendor or concession fees
- Road closure fees
- Damage deposit (refundable)

Fees must be paid before the permit is issued.

Damage deposits may be retained if:

- Property is damaged
- Trash is not removed
- Excessive staff time is required
- City, Department, and Facility rules and policies are not followed.

8.1.5 Event Organizer Responsibilities

Permit holders must:

- Follow all City policies, laws, and permit conditions
- Maintain a safe environment for attendees
- Provide adequate staffing and volunteers
- Ensure proper supervision of minors
- Comply with accessibility requirements (ADA routes, ramps, restrooms)
- Maintain clear emergency access routes
- Manage traffic, parking, and crowd flow
- Notify residents if an event impacts nearby neighborhoods
- Provide portable restrooms if required
- Restore the site to pre-event condition

Failure to comply may result in:

- Permit revocation
- Additional fees
- Future denial of permit applications

8.1.6 Security, Emergency, and Safety Requirements

Events may require:

- Licensed security personnel
- On-site Police Department presence
- Emergency Medical Services (EMS) standby
- Fire extinguishers or fire watch
- Barriers, fencing, or crowd control equipment
- Weather emergency planning

Security needs are determined by:

- Expected attendance
- Alcohol service
- Event type and risk
- Location and layout
- Time of day

The City reserves the right to require additional safety measures.

8.1.7 Alcohol and Controlled Substances

Alcohol is only permitted:

- With proper ABC licensing
- In approved locations
- When secured by designated barriers (beer gardens)
- With proper wristbanding, ID checks, and security

Controlled substances are prohibited in all forms. Events that violate alcohol conditions will be immediately shut down.

8.1.8 Post-Event Requirements

Organizers must:

- Clean event areas
- Remove all equipment and signage
- Restore landscaping or turf if damaged
- Complete a walk-through inspection with City staff
- Ensure vendors remove all waste and grease

Failure to restore the site may result in forfeiture of deposits or additional billing.

8.1.9 Cancellation, Modifications, and Revocation

The City may revoke or modify a permit if:

- Safety conditions are not met
- Extreme weather or emergencies arise
- Organizers violate permit conditions
- Fraudulent information was provided
- Unapproved event changes occur

Refunds follow the Department's refund policy.

9. Risk Management and Safety

9.1 Emergency Response Plan

The Parks and Recreation Department shall maintain and implement a comprehensive **Emergency Response Plan** applicable to all Department operations. All staff are required to be familiar with emergency procedures relevant to their work location and responsibilities and to respond promptly, calmly, and effectively during emergency situations. Safety takes priority over all other considerations.

9.1.1 Emergency Roles and Responsibilities

All Employees

All employees are responsible for:

- Remaining calm and alert
- Immediately assessing the situation and ensuring personal safety
- Notifying emergency services (911) when appropriate
- Following site-specific emergency procedures
- Assisting participants or patrons as directed
- Reporting incidents promptly and accurately

Employees shall never place themselves in danger.

All Supervisors

All Supervisors are responsible for:

- Taking command until relieved by emergency responders
- Coordinating staff assignments and evacuation if needed
- Communicating with the Parks and Recreation Director
- Ensuring incident documentation is completed
- Securing the site following an incident

Recreation Leaders and Park Maintenance Worker Aides

Recreation Leaders and Park Maintenance Worker Aides are responsible for:

- Initiating emergency procedures during programs or events
- Accounting for participants and staff
- Communicating instructions clearly to patrons
- Supporting first responders upon arrival

9.1.2 Emergency Communication Procedures

- Emergency Services (911) shall be contacted immediately when:
 - Life-threatening injuries occur
 - Fire, violence, or hazardous conditions exist
 - A person is missing and safety is at risk
- Internal Notification
 - Notify immediate supervisor or on-call manager
 - Notify Parks and Recreation Director for major incidents
 - Coordinate with Police, Fire, or Public Works as required
- Public Communication
 - Staff shall not provide media statements
 - All media inquiries must be directed to the City Manager, Director of Parks and Recreation or Public Information Officer
 - Clear instructions shall be provided to patrons as needed

9.1.3 Training and Preparedness

All staff shall receive emergency response training upon hire. Refresher training shall occur annually. Drills may be conducted for:

- Evacuations
- Medical response
- Active threat scenarios

Emergency equipment locations shall be reviewed regularly.

9.1.4 Documentation and Reporting

An Incident/Accident Report must be completed following any emergency. Reports must be submitted before the end of the shift or next business day. Supervisors shall review and forward reports to the Director of Parks and Recreation. Serious incidents may require additional investigation or reporting.

9.1.5 Post-Incident Review

Following major incidents:

- Supervisors shall conduct a debrief with staff
- Identify strengths and areas for improvement

- Update procedures or training as needed
- Provide employee support resources if required

9.1.6 Emergency Response Plan Review and Updates

The Emergency Response Plan shall be reviewed annually. Staff shall be notified of revisions. Updates shall be made following:

- Significant incidents
- Facility changes
- Regulatory updates

9.2 Incident Reporting

All incidents occurring on City property or during City-sponsored programs, activities, or events shall be documented in accordance with this policy. Incident reports must be completed accurately, objectively, and promptly to ensure proper follow-up, legal compliance, and protection of the City, its employees, and the public. Failure to report an incident may result in disciplinary action.

9.2.1 Types of Incidents Requiring Reporting

Incident reports shall be completed for, but not limited to, the following:

- Medical Incidents
 - Injuries requiring first aid
 - Injuries requiring EMS or hospital transport
 - Illnesses occurring during programs
- Aquatic Incidents
 - Rescues or assists
 - Near-drowning incidents
 - Rule violations resulting in removal
 - Chemical exposures
- Facility and Equipment Incidents
 - Equipment failure
 - Playground injuries
 - Facility damage or vandalism
 - Slip, trip, or fall incidents
- Behavioral Incidents
 - Aggressive or disruptive behavior
 - Threats, harassment, or altercations

- Removal or ejection from a facility or program
- Security and Law Enforcement Incidents
 - Theft or suspected theft
 - Police involvement
 - Trespassing or unauthorized access
- Vehicle Incidents
 - Accidents involving City vehicles or equipment
 - Damage to vehicles or property
- Near-Miss Incidents
 - Events that could have resulted in injury or damage but did not

9.2.2 Incident Reporting Responsibilities

Employees and Volunteers

Employees and volunteers are responsible for:

- Reporting incidents to a supervisor immediately
- Assisting with accurate documentation
- Providing factual, objective information
- Cooperating with follow-up investigations

Supervisors

Supervisors are responsible for:

- Ensuring incident reports are completed correctly and promptly
- Reviewing reports for completeness and accuracy
- Determining if additional notifications are required
- Submitting reports to the Director of Parks and Recreation
- Implementing corrective actions

Director of Parks and Recreation

The Director is responsible for:

- Reviewing serious incidents or patterns
- Coordinating with City leadership and Risk Management
- Ensuring policy compliance
- Authorizing operational changes when necessary

9.2.3 Incident Report Completion

Incident reports must be completed as soon as possible, preferably before the end of the shift or no later than the next business day. Reports shall be completed using the City's official Incident Report Form or **electronic reporting system**. Required report components include:

- Date, time, and location of incident
- Names and contact information of involved parties
- Description of the incident (facts only)
- Actions taken by staff
- Witness statements (if available)
- Photos or diagrams when appropriate
- Names of responding agencies or personnel

Reports must be written objectively, avoiding opinions, assumptions, or blame.

9.2.4 Follow-Up and Corrective Action

Supervisors shall review incidents to identify contributing factors. Corrective actions may include:

- Repairing hazards
- Revising procedures
- Additional staff training
- Policy updates
- Disciplinary action when warranted

Follow-up actions shall be documented and tracked.

10. Youth Program Policies

10.1 Supervision Ratios

All youth programs shall maintain appropriate supervision ratios at all times. Staffing levels shall be sufficient to ensure participant safety, effective supervision, and compliance with City policies and applicable laws. Failure to maintain required supervision ratios may result in program suspension, cancellation, or disciplinary action.

10.1.1 General Supervision Principles

Youth participants shall never be left unsupervised. Supervision must be active, not passive (staff must be attentive and engaged). Staff must maintain clear line-of-sight supervision at all times. Ratios may be increased (more staff) based on:

- Participant age
- Activity risk level
- Facility layout
- Participant needs
- Environmental conditions

Ratios listed are minimum requirements; supervisors may require lower ratios when warranted.

10.1.2 Standard Supervision Ratios

The following are minimum staff-to-participant ratios unless otherwise approved:

Infants & Toddlers (0–3 years)

- 1 staff : 4 participants
- Parent or guardian participation may be required depending on program type.

Preschool (4–5 years)

- 1 staff : 6 participants

Early Elementary (6–7 years)

- 1 staff : 8 participants

Elementary (8–10 years)

- 1 staff : 10 participants

Pre-Teen (11–12 years)

- 1 staff : 12 participants

Teen Programs (13–17 years)

- 1 staff : 15 participants

10.1.3 High-Risk or Specialized Activities

Programs involving higher risk require lower ratios, including but not limited to:

- Field trips
- Aquatic activities (see Aquatics Policies)
- Climbing, skate, or adventure programs
- Off-site excursions
- Large special events
- Night programs
- Programs involving equipment or tools

Supervision ratios for high-risk activities shall be determined by the Recreation Supervisor and approved by the Director.

10.1.4 Inclusion and Special Needs Considerations

Programs serving participants with disabilities or special needs may require additional staff support. Ratios shall be adjusted based on:

- Individual accommodation needs
- Behavioral or medical considerations
- Safety requirements

Inclusion aides or support staff may be assigned as needed. Ratios must support safe and meaningful participation without singling out individuals.

10.1.5 Staffing Composition

At least two staff members must be present for any youth program with:

- More than 10 participants, or
- Programs lasting longer than 2 hours, or
- Programs conducted indoors or at isolated locations

When feasible, staff teams should include both male and female staff. Lead staff must be at least 18 years of age unless otherwise approved. Volunteers may supplement supervision but shall not replace required staff.

10.1.6 Group Management and Accountability

Staff must conduct attendance checks:

- At program start
- After transitions
- Before and after breaks
- Before dismissal

Staff must know:

- Number of participants
- Participant names
- Emergency contacts

Youth shall only be released to authorized individuals. Staff shall follow sign-in/sign-out procedures as required.

10.1.7 Field Trips and Off-Site Programs

Written permission forms are required for all off-site activities. Additional staff must be assigned for transportation, transitions, and supervision in public spaces. Staff must maintain headcounts at all times. Emergency contact information must be accessible during trips.

10.1.8 Adjustments and Exceptions

Supervisors may adjust ratios temporarily due to:

- Participant absences
- Emergencies
- Weather conditions

Programs must be modified or suspended if ratios cannot be maintained. Any deviation from standard ratios must be documented and approved by a supervisor.

10.1.9 Staff Training, Responsibilities, Compliance, and Enforcement

Staff responsible for youth supervision must:

- Understand and adhere to supervision ratio requirements
- Actively monitor participants
- Enforce program rules consistently
- Respond promptly to unsafe behavior
- Participate in safety and child supervision training
- Report concerns immediately to supervisors

Supervisors shall monitor staffing ratios during programs. Failure to maintain required ratios may result in:

- Program suspension
- Staff reassignment
- Corrective training
- Disciplinary action

Repeated noncompliance may result in program discontinuation.

10.2 Behavior Management

All youth programs shall operate under clear behavior expectations that promote respect, safety, and positive participation. Behavior management shall emphasize prevention, guidance, education, and accountability, rather than punishment. Staff shall manage behavior consistently, respectfully, and in a manner that protects the dignity and well-being of all participants.

10.2.1 Behavior Expectations

Youth participants are expected to:

- Treat staff, peers, and property with respect
- Follow program rules and staff instructions
- Use appropriate language and behavior
- Participate safely and responsibly
- Respect personal space and boundaries
- Follow facility and program-specific rules

Parents/guardians are responsible for reviewing **behavior expectations** with their children prior to participation.

10.2.2 Prohibited Behaviors

The following behaviors are not permitted and may result in disciplinary action:

- Physical aggression (hitting, kicking, pushing, fighting)
- Threats, intimidation, or bullying
- Harassment or discriminatory behavior
- Unsafe behavior that endangers self or others
- Use of profanity, vulgar language, or gestures
- Property damage or theft
- Refusal to follow staff instructions
- Running away from the group or leaving supervised areas
- Possession of weapons, drugs, alcohol, or prohibited items

10.2.3 Behavior Management Approach

The Department uses a progressive behavior management approach focused on education and safety.

10.2.3.1 Preventive Strategies

Staff shall:

- Clearly communicate rules and expectations
- Establish consistent routines
- Provide engaging, age-appropriate activities
- Use positive reinforcement and encouragement
- Address minor issues early before escalation

10.2.3.2. Progressive Discipline Steps

Behavior concerns will typically be addressed in the following manner, unless safety requires immediate action:

- Verbal Reminder
 - Calm explanation of the expected behavior
- Redirection or Time-Limited Break
 - Participant is redirected to a different activity or given time to regroup
- Behavior Discussion
 - One-on-one conversation focused on choices and consequences
- Parent/Guardian Notification
 - Staff communicate concerns and collaborate on strategies
- Written Incident Report
 - Documentation of repeated or serious behavior issues
- Temporary Suspension
 - Removal from one or more program days
- Program Dismissal
 - Removal from the program without refund for severe or ongoing behavior issues

10.2.4 Immediate Removal Behaviors

Certain behaviors may result in immediate removal from the program, including:

- Physical violence
- Threats of harm
- Possession of weapons or illegal substances
- Sexual misconduct
- Severe bullying or harassment
- Actions that pose immediate danger

In such cases, parents/guardians will be contacted immediately to pick up the participant.

10.2.5 Role of Staff

Staff are responsible for:

- Modeling respectful and appropriate behavior
- Enforcing rules consistently and fairly
- Using calm, age-appropriate communication
- Avoiding physical discipline or humiliation
- Maintaining supervision at all times
- Documenting incidents accurately and promptly
- Escalating concerns to supervisors as needed

Staff shall never:

- Use physical punishment
- Yell, threaten, or shame participants
- Isolate a child without supervision
- Engage in arguments with youth

10.2.6 Parent/ Guardian Involvement

Parents/guardians will be notified when behavior concerns arise. The Recreation Supervisor and Director may request meetings to discuss ongoing concerns. Collaboration with parents is encouraged to support positive outcomes. Failure of a parent/guardian to cooperate may result in program dismissal.

10.2.7 Inclusion and Behavioral Supports

The Department is committed to inclusive practices and recognizes that behavior may be influenced by developmental, emotional, or disability-related factors. Reasonable accommodations or support strategies may be implemented in coordination with parents/guardians. Behavioral support plans may be developed when appropriate. Inclusion supports shall not compromise safety of participants or staff.

10.2.8 Documentation and Reporting

All significant behavior incidents must be documented using the City's Incident Report Form. Documentation must include:

- Date, time, and location
- Description of behavior
- Actions taken by staff
- Parent/guardian notification

Reports shall be reviewed by supervisors and retained per record retention policy.

10.2.9 Appeals Process

Parents/guardians may request a review of disciplinary decisions by:

- Submitting a written request to the Recreation Supervisor
- Participating in a review meeting if scheduled
- Accepting the final determination made by the Parks and Recreation Director

Decisions related to safety are final.

10.2.10 Staff Training

Staff working with youth shall receive training on:

- Positive behavior management techniques
- De-escalation strategies
- Trauma-informed practices
- Cultural sensitivity
- Mandated reporting requirements

Training shall be reinforced annually.

10.3 Mandatory Reporting

The City of Riverbank Parks and Recreation Department strictly adheres to California's Child Abuse and Neglect Reporting Act (CANRA). Any employee, volunteer, or contractor designated as a mandated reporter must report suspected child abuse or neglect immediately, as required by law. Failure to report suspected abuse or neglect may result in criminal penalties and disciplinary action, up to and including termination.

10.3.1 Mandated Reporters

Under California law, mandated reporters include, but are not limited to:

- Recreation staff
- Coaches and instructors
- Camp counselors
- Lifeguards and aquatics staff
- Supervisors and managers
- Volunteers with supervisory responsibility

Mandated reporters are legally required to report suspected abuse regardless of their role, seniority, or employment status.

10.3.2 Types of Abuse and Neglect

Mandated reporters must report suspected abuse or neglect, including:

- Physical Abuse
 - Non-accidental physical injury
 - Bruises, burns, fractures, or unexplained injuries
- Sexual Abuse or Exploitation
 - Sexual assault or molestation
 - Inappropriate touching or exposure
 - Exploitation or trafficking
- Emotional Abuse
 - Severe emotional harm
 - Threats, humiliation, or extreme verbal abuse
- Neglect
 - Failure to provide adequate food, shelter, supervision, or medical care
- Willful Cruelty or Unjustifiable Punishment

Reports must be made based on reasonable suspicion, not proof.

10.3.3 Reasonable Suspicion

Reasonable suspicion exists when a mandated reporter, based on training and experience, believes that abuse or neglect may have occurred. Mandated reporters:

- Do not need certainty
- Do not investigate

- Do not require disclosure by the child

If in doubt, report.

10.3.4 Reporting Procedures

Mandated reporters must follow these steps:

- Immediate Verbal Report
 - As soon as reasonably possible, the mandated reporter shall make a verbal report by phone to one of the following:
 - Local law enforcement agency, or
 - County Child Protective Services (CPS)
- Written Report
 - Within 36 hours of receiving the information, the mandated reporter must submit a written report using the California Suspected Child Abuse Report (SCAR) Form (SS 8572).
- Individual Responsibility
 - Reporting is the individual responsibility of the mandated reporter.
 - Reporting to a supervisor does not satisfy the legal requirement.
 - Supervisors may assist but may not delay or prevent a report.
- After making the report, the mandated reporter shall notify their immediate supervisor or the Parks and Recreation Director that a report was made. Do not share details beyond what is necessary to ensure operational awareness. Internal notification shall not interfere with the legal reporting process.

10.3.5 Confidentiality

The identity of the reporter is confidential and protected by law. Reports shall not be disclosed to unauthorized individuals. Staff shall not discuss suspected abuse with:

- The child's parents or guardians
- Other staff not directly involved
- The media

10.3.6 Prohibited Actions

Mandated reporters shall not:

- Investigate suspected abuse
- Attempt to verify allegations
- Question the child excessively
- Notify parents or guardians prior to reporting
- Delay reporting for any reason
- Retaliate against individuals making reports

10.3.7 Training Requirements

All mandated reporters must complete state-required child abuse reporting training upon hire and at required intervals. Training shall include:

- Recognizing abuse and neglect
- Reporting procedures
- Confidentiality requirements
- Legal protections and penalties

Completion of training must be documented.

11. Public Communication and Customer Service

11.1 Customer Service Standards

All Parks and Recreation Department employees, volunteers, and contractors shall provide courteous, respectful, timely, and professional service to the public at all times. Interactions with the public shall be guided by principles of integrity, accountability, fairness, and responsiveness. Every interaction—whether in person, by phone, online, or in writing—represents the City of Riverbank.

11.1.2 Standards of Conduct

When interacting with the public, staff shall:

- Greet individuals promptly and politely
- Use appropriate language and tone
- Listen actively and without interruption
- Provide assistance to the best of their ability
- Explain policies clearly and respectfully
- Maintain a positive and solution-focused attitude

Staff shall not:

- Use profanity or inappropriate language
- Argue with or demean members of the public
- Provide misleading or speculative information
- Ignore or dismiss concerns

11.1.3 In-Person Customer Service

Staff shall acknowledge customers promptly upon arrival. Service counters and public-facing areas shall be clean and organized. Staff shall make reasonable efforts to assist customers with disabilities or language barriers. Lines and wait times shall be managed efficiently and fairly.

11.1.4 Telephone and Email Communication

Phone calls shall be answered promptly during business hours. Voicemails shall be returned within one business day whenever possible. Emails shall receive a response within two business days. All written communication shall be professional, clear, and courteous. Staff shall identify themselves by name and department when appropriate.

11.1.5 Online and Digital Customer Service

Information provided on City websites and registration platforms shall be accurate and current. Online inquiries and messages shall be monitored regularly. Social media interactions shall

follow City social media policies and professional standards. Sensitive or complex issues shall be addressed offline when appropriate.

11.1.6 Handling Complaints and Difficult Situations

Staff shall remain calm and respectful when handling complaints. Complaints shall be listened to fully and acknowledged. Staff shall attempt to resolve concerns at the lowest level possible. If unable to resolve an issue, staff shall escalate the concern to a supervisor. Threatening or abusive behavior may result in termination of the interaction and referral to appropriate authorities.

11.2 Complaint Resolution

All complaints received by the Parks and Recreation Department shall be taken seriously and handled respectfully, objectively, and consistently. The Department encourages open communication and views complaints as opportunities to improve services and operations. No individual shall be retaliated against for submitting a complaint in good faith.

11.2.1 Methods of Submitting Complaints

Complaints may be submitted through the following channels:

- In person at a Parks and Recreation facility or office
- By phone
- By email
- Through the City's website or online reporting system
- In writing (letter or form submission)

Anonymous complaints may be reviewed; however, the ability to investigate and respond may be limited.

11.2.2 Initial Receipt and Acknowledgment

Staff receiving a complaint shall:

- Listen respectfully and without interruption
- Thank the individual for bringing the concern forward
- Collect relevant details (who, what, when, where)

When contact information is provided, the Department shall acknowledge receipt within two (2) business days whenever possible.

11.2.3 Complaint Review Process

Complaints shall be reviewed using the following tiered approach:

Level 1 – Frontline Resolution

- Whenever possible, staff shall attempt to resolve complaints immediately and informally.
- If resolved, the outcome shall be documented.

Level 2 – Supervisor Review

- Complaints that cannot be resolved at Level 1 shall be referred to a supervisor.
- The supervisor shall:
 - Review documentation
 - Speak with involved staff
 - Contact the complainant if clarification is needed
- A response shall be provided within five (5) business days, when feasible.

Level 3 – Management Review

- Complaints involving serious allegations, repeated issues, policy concerns, or staff conduct shall be escalated to the Director of Parks and Recreation.
- Management may conduct a formal review or investigation.
- A written response may be issued as appropriate.

11.2.4 Special Complaint Categories

Certain complaints require additional handling:

- Safety-Related Complaints
 - Addressed immediately
 - May result in site inspection or temporary closure
- Staff Conduct Complaints
 - Reviewed confidentially
 - Coordinated with Human Resources when appropriate
- Discrimination or Harassment Allegations
 - Immediately escalated to Human Resources and City Administration
- Claims or Injury Complaints
 - Referred to Risk Management

Follow procedures outlined in Incident Reporting and Claims Policies

11.2.5 Response Guidelines

Responses shall be professional, respectful, and factual. Staff shall explain relevant policies or decisions clearly. While specific personnel actions may remain confidential, complainants shall

be informed when their concern has been reviewed. The Department may offer solutions, corrective actions, or explanations as appropriate.

11.3 ADA and Accessibility Compliance

All facilities, programs, and communication materials must comply with the Americans with Disabilities Act (ADA). Requests for accommodation will be addressed promptly.

12. Appendices

Appendix A – Facility Rental Agreement Template

Appendix B – Volunteer Waiver

Appendix C – Incident Report Form

Appendix D – Facility Fee Schedule

Appendix E – Policy Acknowledgement Form

Appendix F – City Council Adoption Page