



**Brooke Hills Park**

**CODE OF CONDUCT**

Brooke Hills Park is committed to:

- providing quality, cost effective programs and services to individuals and families;
- promoting a respect for our natural resources, human diversity and education;
- fostering creative, safe, health-oriented recreational activities;
- promoting recognition of civic, civil, and military contributions to our community and country.

We shall work together to develop a customer-friendly, professional environment that promotes teamwork and capitalizes on the creativity, talents, skills, and ideas of our staff and volunteers. We shall assure:

- Equal opportunity; no discrimination based on race, religion, nationality, sex, age, or disability.
- Clear understanding of job duties and responsibilities.
- Access to appropriate job, policy/procedure, safety, and related *on the job* training.
- Reasonable accommodations, modifications, or auxiliary aids for documented disabilities.
- Professionalism, consideration, respect, and trust.
- Confidential treatment of records, shared only with your written consent.

**PERFORMANCE EXPECTATIONS:**

- Attendance: 100% attendance is expected. Arrive to work on time. Document time on logs/time cards. Follow weekly schedule of work. If you have to be absent, call your supervisor or Park Manager in advance, so that coverage can be arranged for your shift. The sooner that you are able to speak with someone, personally, the sooner that coverage can be arranged for your shift.
- Cell Phones: Personal cell phones are not to be used while on the clock and it is recommended that they be left in your car while on-shift. In the event of an emergency, you can be contacted through our main number at 304-737-1236, and we will contact you via radio.
- Behavior: Maintain professional conduct in the facility and adjacent areas. Be considerate and respectful of the customer and your fellow employees at all times. Avoid loud, boisterous, or other disruptive conduct.  
  
Refrain from the use of verbal or written profanity at all times. We have a "Zero Tolerance" for harrassment, derogatory or discriminatory remarks or actions, or verbal or physical abuse of any kind. Employees and volunteers are encouraged to contact the Park Manager immediately, in the event that they, a customer, or a fellow worker are subjected to any kind of inappropriate behavior.
- Breaks/Lunch: All employees are entitled to a 15 minute paid break in a four (4) hour shift. There are no "paid" lunches. If you are scheduled to work an eight hour shift, then you are entitled to two (2) 15-minutes breaks, and a 1/2 hour unpaid lunch. Breaks and lunch may be taken at a designated time, and coordinated with other workers in the area to assure personnel are available to assist our customers.
- Dress: Clean, neat, hygienic, professional dress, no torn clothes, no halter tops or inappropriate insignia. Closed toe shoes. Safety shoes and other Personal Protective Equipment may be required for Maintenance, Landscaping, or Ground Maintenance personnel
- Housekeeping: Maintain clean work areas, bathrooms, smoking areas, and related.
- Park Property: Each and every employee or volunteer of the Park is responsible for protecting the assets of this County Park, including: supplies, equipment, grounds, facilities, etc.



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140 Gist Drive, Wellsburg, WV 26070

(304) 737-1236

Productivity: Demonstrate a sincere interest and effort in accomplishing tasks. Exhibit behaviors that support a professional, service oriented business environment.

Quality: Complete assignments in a timely, accurate, and high quality manner. Ask questions if directions or guidelines are unclear or inadequate.

Safety/Security: Perform tasks, duties, and assignments in a careful and safe manner; follow safety procedures. Contribute to the overall safety, health, and security of the organizations and its programs. Avoid any physical action or the threat of physical action that could cause injury to self or staff. Protect the organization's property, buildings, equipment, and related assets. Avoid the use obscene, lewd, suggestive, abusive, intimidating language or actions. Report immediately any unsafe acts or conditions to my direct supervisor, including: theft, destruction of property, possession or distribution of stolen property, contraband, explosives, firearms, or weapons of any kind. Adhere to our "Zero Tolerance" policies relating to respect for diversity, no workplace violence, no substance abuse, and related. Refrain from inciting or encouraging others to violate any of the above policies.

Schedule: As assigned by the supervisor. We are on a very tight budget and we will typically refrain from paying overtime, unless specifically authorized by the Park Manager. You are expected to use a time card to punch in and out for your shift, and punch in and out for your lunch.

Smoking: Smoking is prohibited on company time. The use of tobacco or smokeless tobacco products may only occur on non-company time, and in designated areas. Outside the pool, at the table in the front; outside of the clubhouse outside the entrance near the Park Manager's office. Please place tobacco products in the designated containers and adhere to fire prevention standards.

Telephone Use: Personal phone calls are not authorized on company lines. In the event of an emergency, you may contact the Park Manager to seek permission, first, to use lines 2 or 3 for outgoing calls. Line 1 (737-1236) is never to be used by non-designated personnel.

If you are in the office and the phone rings, you do not need to answer the phone, as we have a message center, unless you have been trained to answer the phone and relay messages,

Uniforms: Clean, pressed uniforms in good conditions are to be worn at all times when working at the Park. Name badges have been provided to each employee and are to be worn at all times when on site.

Visitors: While you are on the clock, family and friends, are not permitted on the Park premises or in the office areas.

The aforementioned summary provides generalized guidelines for our organization. These guidelines are supplemented by specific policies and procedures, as needed.

We have an "open door" policy which encourages all volunteers and employees to discuss suggestions, issues or concerns with BHP management representatives by utilizing the "appropriate chain of command". BHP leadership is committed to utilizing a joint problem solving approach to improve safety, quality, productivity, cost effectiveness, morale, and customer focus.

I have read and understand the Rights, Responsibilities, and Code of Conduct contained therein, and will comply with same. I understand that violation of this Code of Behavior could result in disciplinary action, including a request to leave the workplace, suspension with a view toward discharge, and/or notification of the proper law enforcement agency,

\_\_\_\_\_  
EMPLOYEE or VOLUNTEER NAME (print)

\_\_\_\_\_  
EMPLOYEE or VOLUNTEER SIGNATURE

\_\_\_\_\_  
DATE