

Randall Oaks Golf Club & Banquets

Food & Beverage

EMPLOYEE MANUAL



Revised for 2013

WELCOME

TO THE



Food & Beverage Department - 2013 Season

Thank you for joining the Randall Oaks Golf Club, Food and Beverage Department. You will be part of a team that strives to provide the best quality product and service to everyone we have the pleasure to serve.

Our 18 hole public golf course, opened in 1966, is operated by the Dundee Township Park District. Our clubhouse was built in 1992, offering three banquet rooms, lounge and a snack shop. A new fleet of electric golf carts with GPS have been recently added, and is adding a new level of quality for our players.

Our food service operations range from our seasonal restaurant, the "Oaks Grill" for our golfers, to our year round banquet facilities that can accommodate up to 200 guests. Our beautiful club house hosts a variety of events from private parties, pig roasts, dinner shows, and our specialty; Elegant Weddings. Our "Waterfront Gazebo", a perfect amenity for any group event.

Mission Statement

Dundee Township Park District is committed to providing quality park areas, facilities and services for the present and future benefit and enjoyment of our entire community.

Food & Beverage Employee Manual / Orientation

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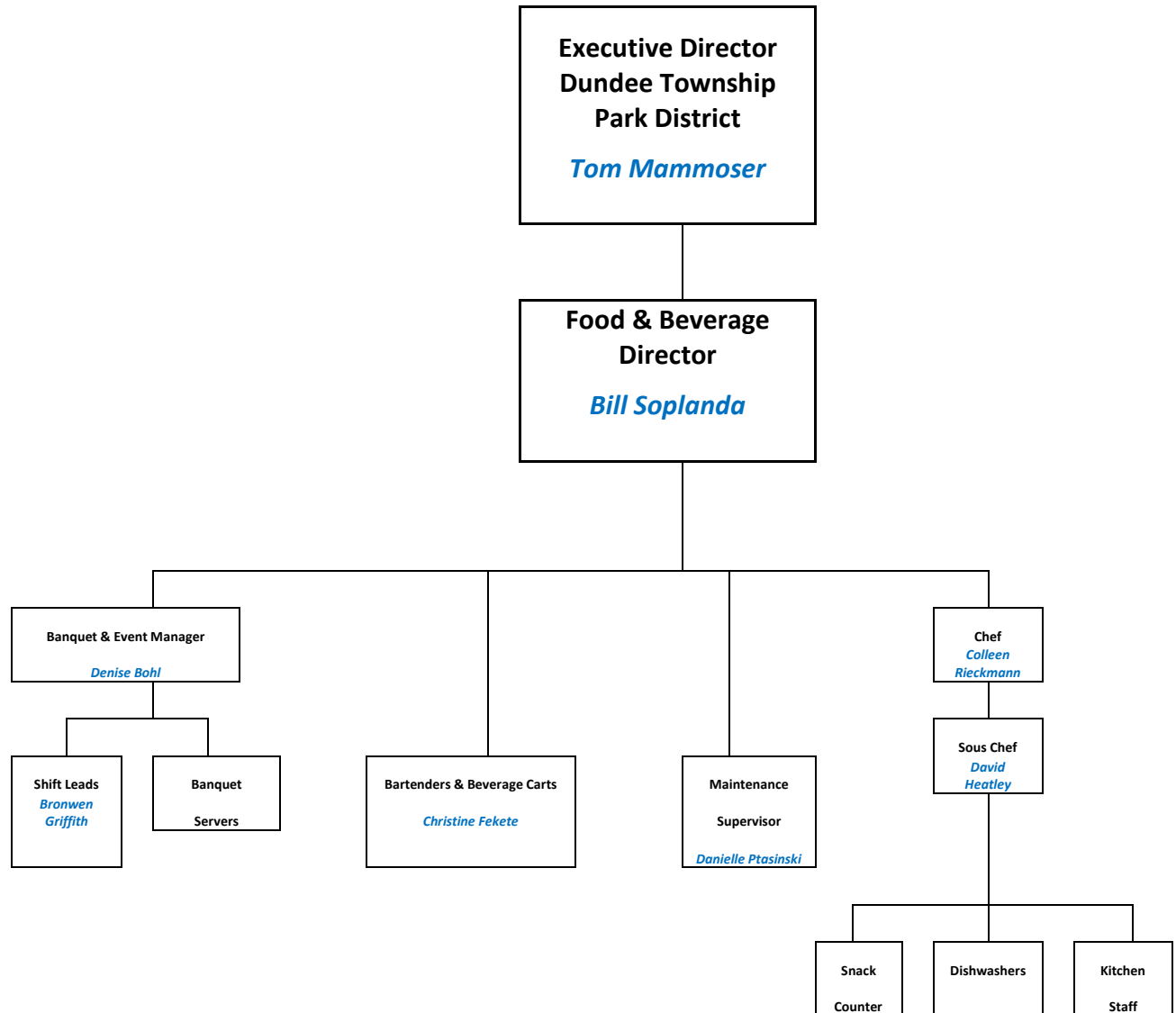
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RANDALL OAKS GOLF CLUB
FOOD AND BEVERAGE DEPARTMENT
ORGANIZATIONAL CHART

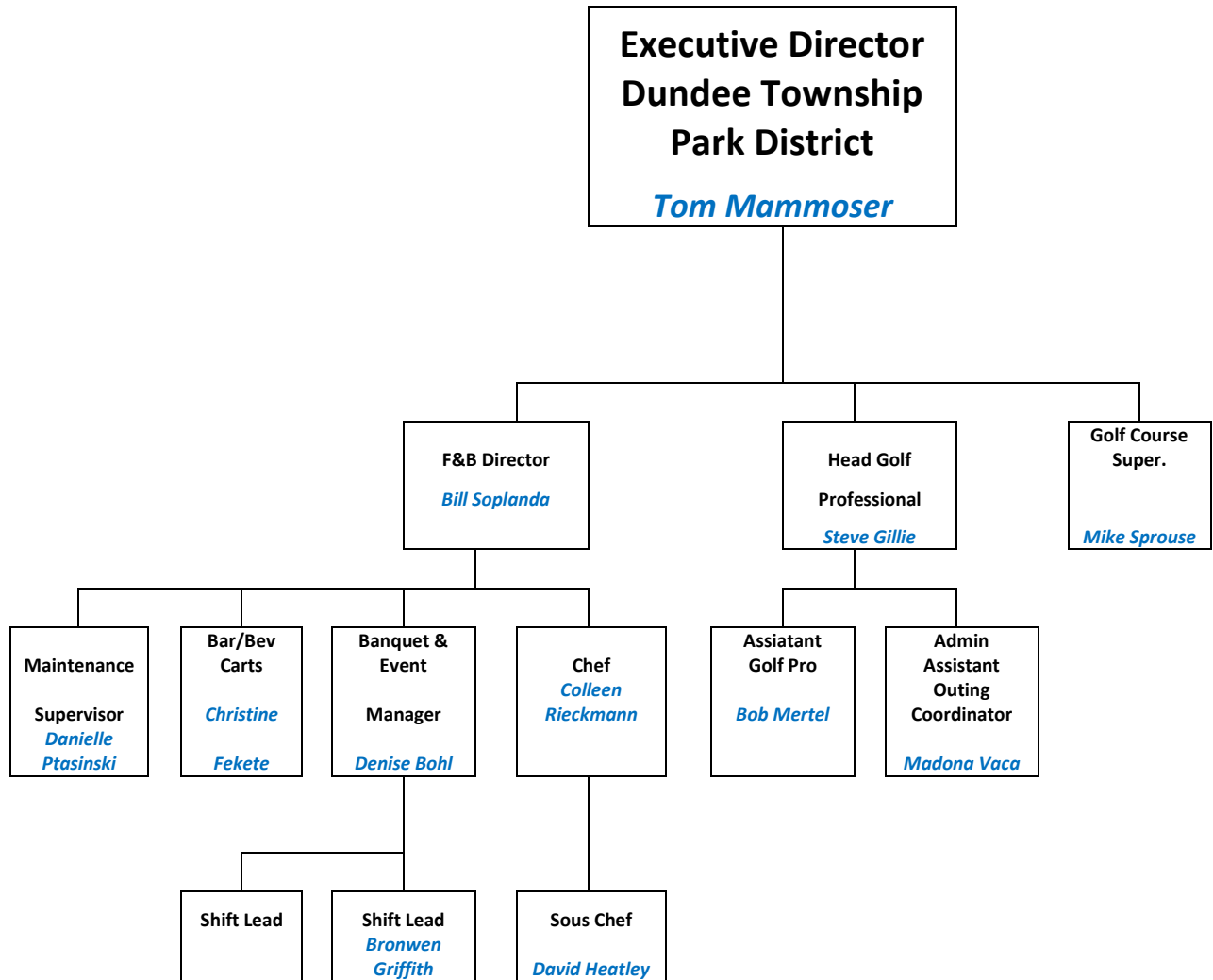
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Randall Oaks Golf Club

ORGANIZATIONAL CHART

revised : 3-18-12



Randall Oaks Banquets & Golf Club

Food & Beverage Orientation Information

Revised : 9/5/12

In addition to your formal orientation, the following information is very important for you to know and be aware of as an employee in our Food & Beverage Department :

1. Tour of the Facility (revised : 3-20-11)

You will be given a tour of our facility to better understand where all our service areas are and to how to direct and explain information to our guests. Our tour will include :

- a. Golf Cart Area (and a map of our 18 hole course)
- b. Pro Shop (First Aid Kit / fire extinguisher in foyer by music system and in Golf offices)
- c. Catering Office
- d. Oaks Grill Bar & Lounge area (fire extinguisher – behind bar) / Outside Veranda area / Gazebo site
- e. Kitchen Area / Chefs Office (First Aid Kit / Fire Extinguisher)
- f. Storage Area / Beverage Cage
- g. Beverage Cart Room (First Aid Kits in each Beverage Cart)
- h. Banquet Server Area (fire extinguisher – hallway by Augusta room)
- i. Banquet Rooms : Augusta, Randall Oaks and Pebble Beach / Storage closets (AV, linen, etc.)

2. Health Department (revised : 4-15-11)

Our inspections have always been excellent. We are proud of our standard and need you to help make sure we stay at this level. Some information, laws and policies to be aware of :

- a. # 1 = Wash Your Hands as often as possible! This is the #1 way germs travel getting people sick!
- b. Perishable food being kept out for longer than 3 hours between 40° and 115 °F. If you see any concerns, see the Chef or Food & Beverage Director.
- c. While cutting fresh fruit & vegetables, wash first and use gloves.
- d. No matter what position you work, keep your area, tools and hands clean and sanitized! If possible have a sanitizer bucket to whip down your area. Any concerns, see the Chef or Food & Beverage Director

3. Alcohol Awareness (revised : 4-15-11)

Please be aware of the following information, as you could be directly responsible for not following policies or Illinois State laws :

- a. All bartenders, servers, beverage cart staff and snack shop staff are required to be licensed (BASSET or equivalent) within 60 days of employment.
- b. We card everyone under 30. The only acceptable ID is a driver's license or state ID. All must be a photo ID. Any concerns please refer to a manager. DO NOT SERVE ANYONE UNDER 21!
- c. It is illegal to serve alcohol before 8:00am in West Dundee.
- d. Illinois law states we are not allowed to serve anyone who is intoxicated. You can be held responsible for over-serving a guest.

4. Schedules / Changes / Call-Ins (revised : 4-15-11)

Schedules are posted on-line on our web-site. You can access our Employee Web Site by supplying your email address and a password to your manager. There is a variety of information for employee access. Schedules are also posted in your work areas. Paper copies will be available if requested.

Please do not call and ask for your schedule. Our website is : www.randalloaksgc.com

- a. Changes : After schedules are posted, changes may be made with a managers approval. The master schedule in the Food & Beverage office must be changed and initialed by a manager. If a change will put an employee into overtime, it may not be approved.
- b. Call –Ins : It is our policy that if you cannot make it in for your shift, you must try and get your shift covered. It is not acceptable to leave e-mails, voice mails or having other people call in for you : you must speak with a manager directly.

5. Pay Periods / Timecards / Adjustments / Claiming Tips (revised : 4-15-11)

Pay periods run for a 2-week period, from Sunday through Saturday. Pay days are on the following Friday after the last day of the pay period.

- a. Checks will be ready by 2:00pm on that Friday. Although checks may be available before 2:00pm, it is not guaranteed.
- b. The time clock is located in the Food & Beverage office. You are responsible to obtaining your personal time card at the Recreation Center in Carpentersville. No one is allowed to punch your card for you; this can result in disciplinary action up to and including termination.
- c. You must be ready to work when you punch in (in complete uniform). You are not allowed to punch in early unless approved by your manager.
- d. If you had an error in either punching on or out, contact your manager and write down an explanation on the payroll adjustment sheet by the time clock. Also if you are claiming tips, you must record them on the payroll adjustment sheet no later than the Sunday after the end of the pay period. All employees who work a 6 hour shift will be automatically deducted a ½ hour break time.
- e. If a tipped employee (paid below minimum wage) is asked to attend a meeting, or work at any other duty not receiving tips, they will be paid minimum wage for their time.

6. Holidays and Special Events (revised : 3-20-11)

There are several Holidays and events throughout the year that employees are expected to be available for (during your scheduled availability), such as Easter Brunch, Mother's Day Brunch and several major golf tournaments. Requests off may not be taken for these events. See your Manager for future dates.

7. Requesting Time Off (revised : 3-20-11)

If time off is needed, please fill out a time-off request form and submit it to your Manager at least 2 weeks in advance. If possible, your request will be given – a request is not a guarantee. If you cannot make it in for your shift, it is your responsibility to get someone to cover it. Employee information is available on-line at our web-site under employee section.

8. Reporting Accidents (revised : 4-15-11)

If you fall, cut yourself or in any way get hurt, you must report this to a manager. Also, management must be made aware to fix any potential safety concerns for others. This includes reporting a guest injury as well. Failing to report an injury may result in disciplinary action.

9. How to Handle Guest Complaints (revised : 3-20-11)

Guests may not always be right.....but ***They Are Always Right!*** Confusing, but it's the truth. If you find yourself in a situation with a guest, be polite and listen. Most of the time the guest just wants to state a concern. If the drink or food is not right in their opinion, replace it or take it off their bill. Always follow-up with a check back to make sure everything is satisfactory. Always let a manager know so they can also double-check with the guest. If you find yourself not being able to satisfy a guest, contact a manager.

10. Professionalism (revised : 4-15-11)

What sets us apart from other facilities is you – our staff. Employees are our most valuable asset, and your professionalism will set us apart from the rest.

- a. Use Professional Verbiage
- b. Greet all guests with a smile, eye contact and "Hello"

11. Dress / Uniform / Name Tags (revised : 9-5-12)

You are expected to keep your uniform clean and in acceptable condition. Wrinkled, dirty or otherwise unacceptable dress or uniform conditions will not be allowed. For all positions :

- a. Name tags are mandatory. If you lose or forget yours, you will be charged \$ 10.00 for a replacement. You will not be allowed to work without one.
- b. Poor clothing / uniform appearance or personal hygiene concerns will not be allowed, and you will not be able to work.
- c. Hair for men & woman : in accordance with local health department policies, while serving beverages or food – hair must not be touching the collar; either pulled back, using a cap (a Randall Oaks logo one) or in a hair net. Kitchen personnel are required to wear a cap (a Randall Oaks logo one) or a hair net while serving food. Certain hair styles and unnatural colors may not present the desired appearance of our facility. Contact your manager for any questions
- d. Tattoos for men & woman : certain visible tattoos may not be acceptable. You must contact your manager if you are considering a tattoo that is visible to the public.
- e. Jewelry for men & woman : health department policy is that fingernail polish cannot be worn as it can flake into food & beverage items. No visible piercing / jewelry is allowed (except earrings – conservative display and numbers, and no longer than a 1" hang. See your manager on acceptable items).
- f. Men : must come to work clean shaven. Existing beards and mustaches are acceptable as long as they are short and well trimmed. The "in-between" look is not acceptable
- g. Kitchen : proper non-slip shoes (no open toe or sandals) are required.
- h. Snack Shop : proper non-slip shoes (no open toe or sandals), Randall Oaks issued polo shirt, Randall Oaks issued caps, kaki or black pants or shorts. You will receive (2) Randall Oaks polo shirts at no charge. Additional shirts may be purchased at cost.
- i. Beverage Cart : proper non-slip shoes (no open toe or sandals – tennis shoes are OK), Randall Oaks issued polo shirts, Randall Oaks issued caps, kaki or black pants, skorts (must be reasonable/proper length) or shorts (short-shorts are not allowed) see your manager for clarification on any of these items.

Note : for cold weather, we will have available Randall Oaks jackets. If wearing warmer clothing (sweaters, etc), your Randall Oaks polo shirt must be worn on the outside

- j. Bartenders - Grill & Banquets : most shifts will be in white or black tux shirt, black pants or dress/skort (must be reasonable/proper length) and proper non-slip shoes (not tennis shoes). Color must be dark and matching your uniform (see your manager for any questions). Polo shirts may be worn for special events approved in advance by management. You will receive (2) Randall Oaks Polo shirts at no charge. Additional shirts can be purchased at cost. You will be given (1) black tux shirt & collar button (no charge), and (1) vest. There is no charge for your vest, but a deposit of \$ 30.00 is needed in advance. You will receive your deposit back at the end of your employment. If you do not contact us for a period of 60 days past your last working shift, it will be assumed you will not be returning your vest and your deposit will be used to purchase a replacement.

- k. Servers : most shifts will be in white or black tux shirt, black pants and proper non-slip shoes (no tennis shoes allowed). Color must be black and matching your uniform (see your manager for any questions). Polo shirts may be worn for special events approved in advance by management. You will receive (2) Randall Oaks Polo shirts at no cost. Additional shirts may be purchased at cost. You will be given (1) black tux shirt & collar button (no charge), and (1) vest. There is no charge for your vest, but a deposit of \$ 30.00 is needed in advance. You will receive your deposit back at the end of your employment. If you do not contact us for a period of 60 days past your last working shift, it will be assumed you will not be returning your vest and your deposit will be used to purchase a replacement.
- l. Maintenance : proper non-slip shoes (not tennis shoes). You will receive (2) Randall Oaks polo shirts at no charge. Additional shirts may be purchased at cost.
Kaki, grey or black pants are acceptable (Dockers, corduroy or safari style pants are not acceptable). Belts are required.

12. Cell Phones / Telephone / Radio Policies (revised : 4-15-11)

- a. During work, employees are not permitted to use or receive calls from personal cells.
- b. They are not allowed to be on your person while on duty.
- c. Any music device (iPod, etc) cannot be used while you are on duty.
- d. For safety concerns, at no time are ear-plugs to be used.
- e. The only time a phone is allowed to be used is during breaks, meal times or for emergency purposes.
- f. All Randall Oaks telephones cannot be used for personal use.

Professional Verbiage

Revised : 3/5/11

As an employee of Randall Oaks Golf Club, you will be expected to conduct yourself as a professional when speaking with our guests. Below are examples of improper phrases and words, and a more professional option :

COMMON VERBIAGE

“Hi **guys**....”

(This one’s the worst! Especially with woman!)

“**Yeah**, you can order lunch...”

“**How about** a beer...”

“I am **sorry** for the wait....”

“Can I **put** you on hold....”

“How can I **help** you....”

Customer

Small Portions

Large Portions

“Your table is **ready**.....”

“You will **like**.....”

“**Here Ya go**.....”

Bub-Bye

PROFESSIONAL VERBIAGE

“**Good evening/afternoon**...”

“**Welcome** to Randall Oaks....”

“**Absolutely**, we serve an excellent lunch”

“**May I suggest**..... / **Perhaps** a frosty beer..”

“My **apologies** for the delay...”

“May I **place** you on hold...”

“How may I **assist** you....”

Guest

Petite Portions

Hearty Portions

“Your table is now **available**....”

“You will **enjoy**....”

“ One Chivas Regal , on the rocks...”

Good Bye / Thank you for joining us.....
Please visit us again / It was a pleasure serving you

The way you converse is not only a reflection of you personally, but also part of the image of Randall Oaks Golf Club. Please be aware of how you present yourself to our guests.

13. Benefits (9-5-12)

Randall Oaks Golf Club & Banquets offers benefits for their employees. Listed are several that applies to all employees, whether full or part time, year round or seasonal :

- a. Employee Golf – Randall Oaks & Bonnie Dundee employees currently employed are eligible to play golf at no charge. This applies only to the employee; not friends or family. Employee must work at least 1 shift per week, or 4 shifts in the previous month to be eligible. Times are restricted based on guest tee-times, events and business. See Pro Shop for details.
- b. Employee Driving Range - Employees currently employed are eligible to use the driving range at no charge.
- c. Golf Shop Merchandise - Employees currently employed are eligible for discounts on specific merchandise in our Golf Shop.
- d. Employee Meals – Randall Oaks employees are able to get selected food items from our Snack Shop at 50% during their shift (lunch break).
- e. Employee Beverages – Randall Oaks employees are eligible for free Fountain Soda, Coffee and Iced Tea during a working shift. We do not supply “free” cups; you are required to supply your own
- f. Automatic Deposit – all employees are eligible to have automatic deposit for their pay checks. There is no charge for this option.
- g. Employee Personal Events - All employees currently employed are eligible to receive a 20% discount off food items if they book a party with us (wedding, anniversary, birthday, shower, etc). Employee must be the direct recipient/contact for the event. Beverage discounts are not included. Dates are restricted based on guest needs and availability through our Banquet office. See the Banquet & Event Manager for available dates and details.

14. Annual Reviews (revised : 11-5-11)

Review are done for all employees, full and part time, on an annual basis, but may be done at anytime. Typically they are done at the end or beginning of the year. Your direct supervisor is responsible to administer your review. Annual reviews may or may not come with pay increases.

15. Discipline Procedures (revised : 3-20-11)

- a. First Offence : verbal warning – management will review concern and review policy. A note of this review will be placed in the employees file.
- b. Second Offence : written warning – management will document details, review policy and place signed copy of warning in the employees file
- c. Subsequent Offences : disciplinary action up to and including termination

The progressive disciplinary policy outlines our general procedures for infractions. Based on the severity of the infraction, management may skip any step in the progressive disciplinary policy at any time.

16. Emergencies / Accidents (revised : 4-15-11)

- a. Emergency help can be reached by **dialing 911**.
- b. FIRST AID SHOULD ONLY BE ADMINISTERED IF YOU ARE CERTIFIED OR TRAINED IN FIRST AID.
- c. You should be aware of the locations of the fire extinguishers and first aid kits.
- d. Floor and exit doors should be kept clear at all times.
- e. A copy of the Randall Oaks Crisis Communication Plan is located in the Food & Beverage office and labeled : **CRISIS PLAN**.

Accident Forms : (goldenrod form) must be filled out for all accidents/illnesses, or when first aid is rendered to patrons within 24 hours of any significant event.. The Administration Department should be contacted immediately if any patron is critically injured. Telephone numbers are located in the Food & Beverage office.

Incident Reports : (beige form) must be completed within 24 hours of any significant event.

Examples of events that should be reported are :

- a. Breach of security
- b. Property damage
- c. Vandalism
- d. Theft of Park District or personal property
- e. Altercations between staff, staff/patron or patron/patron
- f. Whenever the police are contacted
- g. Patron violation of policy procedure

Employee Injury / Illness Reports : (pink form) this report should be completed and submitted to Administration Department in a red folder within 24 hours of any staff injury / illness, when the staff member receives first aid or is not able to continue working.

All forms are located in the Food & Beverage office, top filing cabinet (front part) in credenza behind desk. See a supervisor to assist in correctly filling out these forms. A copy of each of these forms are attached to this manual.

17. Safety and Health (revised : 3-20-11)

The safety of each employee is a matter of concern to the District. Equipment, work facilities and work procedures have been designed, installed and developed for the safety and health of each employee. All employees are expected to conduct themselves in such a way as to provide for the maximum safety for themselves and other employees.

If an employee believes a condition is unhealthy or unsafe, they should report it immediately to their supervisor or the Department Head. Every injury or illness of an employee which effects their ability to do their job or health and safety of other employees should be promptly reported to their immediate supervisor. Work related injuries must be promptly reported to the

Department Manager. First-Aid facilities for care of minor injuries are available. Prompt arrangements for medical and hospital care of serious injuries are made as necessary (at Sherman Health Care).

18. Fire Emergency Plan – Clubhouse (revised : 4-15-11)

1. Fire emergency or presence of smoke is confirmed.
2. Call 911 – telephone 911 tones will emit from all phone handsets.
3. Pull fire alarm if not already activated.
4. Manager on duty should pull CRISIS COMMUNICATION PLAN, bring 2-way radios and a cell phone. Crisis Communication Plan is located in the Food & Beverage Office and labeled : CRISIS COMMUNICATION PLAN. Immediately INITIATE PLAN.
5. If making a public announcement to evacuate premises, use a calm voice to avoid panic and advise guests to calmly exit through the nearest door in an orderly manner.
6. If possible, keeping yourself safe, sweep the building to make sure all guests have exited and check for disabled persons/children in the building. Close doors as areas are cleared.
7. Pro Shop office area should be evacuated, doors closed and areas cleared. Food & Beverage should clear kitchen, bar areas and banquet rooms. Close fire doors if possible.
8. Radio cart barn personnel and beverage cart personnel to leave cart barn or golf course and meet at front circle of driveway by the sign. Manager on duty will make sure staff has radios and assign staff to locations.
9. Direct all patrons to East Side Parking Lot. Keep fire circle open.
10. If the Firewall drops between the front lobby and snack bar area, use front or rear lobby door as exit, or Pro Shop door, or Banquet exit doors.
11. All available staff should meet by the front circle next to the Randall Oaks sign.
12. Manager on duty will assign staff with radios to holes : # 10/18, # 1/9 to keep golf cart traffic away from the building.
13. Meet emergency responders as needed at the driveway to explain the situation.
14. After event, all incident/accident reports need to be completed.
15. Any fire extinguishers used should be documented so equipment can be checked for maintenance.

19. Statement of Admission (revised : 3-20-11)

In the event of an incident, accident, injury or property damage, the employee's first duty is to care for the immediate needs at the scene. Next, the proper authorities should be contacted and your immediate supervisor should be notified.

At no time should the employee admit fault, liability, or cause of the event. The employee should not state that the Park District will pay for damages/bills, and the employee should not discuss the event with anyone but his/her supervisor.

The employee should take statements from all witnesses, and at the very least get their names and phone numbers. The employee should refer the other party to their supervisor, or the Superintendent of Administrative Services. The Park District will conduct an investigation of the event. The involved parties will be contacted and they will be apprised of the available options.

20. Lifting & Material Handling (revised : 4-15-11)

Sometimes it may be necessary to move moderate to heavy objects. Lifting improperly is the largest single cause of back pain and injury. Employees should always seek assistance when lifting weights that are too heavy for them.

To avoid injury it is important to follow proper lifting procedures. Decide how you'll lift, carry and put down BEFORE you pick anything up.

Size up the load before you try to lift it :

- a. Lift an edge of the object to get an idea of it's weight
- b. Make sure the weight is stable and distributed evenly
- c. Check that there is nothing sharp or abrasive sticking out
- d. Break down the load into smaller parts if you can. Use mechanical equipment if available.

Lift Safely – bend your knees – not your back

- a. Position your feet close to the load
- b. Center yourself over the load
- c. Bend your knees
- d. Grip firmly (with hands, not just your fingers)
- e. Bring the load close to your body, for more power and less strain
- f. Straighten your legs to lift straight up, smoothly. Let your legs do the work
- g. Make sure you can see where you are going : have a clear path. Move slowly with small steps.
- h. Don't twist your body. Twisting is a major cause of injury
- i. Set the load down properly – bend your knees and let your legs, not your back – do the work
- j. Lower the load slowly

<u>PUSH</u> AN OBJECT RATHER THAN <u>PULL</u> IT IF POSSIBLE !

21. Golf Cart Transportation (revised : 3-20-11)

There may be times when food & beverage staff is required to transport staff or patrons in golf carts, beverage carts or golf shuttle vehicles. All employees should be trained in golf cart operations before operating a vehicle.

When transporting any person in a golf cart, they must be seated on the seat of the cart. At no time is it allowable to have any person standing on the back of the cart, sitting on the dashboard of the cart or sitting on the floor board of the cart. It is important to slow down on all turns and curves. All body parts must be contained within the golf cart. This policy is applicable to the transportation of any person (patron or employee).

If a patron or employee fails to comply with these safety procedures, please stop the cart and do not continue use of the cart until all persons are abiding by the safety procedures outlines above.

22. Right to Know (revised : 5-22-11)

The Park District is committed to protecting you against the dangers of hazardous materials on the job. Safety training and the proper handling and storage of hazardous substances are just a few things we do to keep you safe. In addition, the Occupations Safety and Health Administration (OSHA) has issued a regulation that states that you have the right to know what hazards you face on the job and how you can protect yourself against them.

- a. Employees are responsible to read labels and MSDS sheets located in the kitchen area and must follow the safety procedures for storing, handling and using hazardous materials.
- b. You will be shown during your department training about the basic – general items in your area that fall under these regulations and where they are to be properly stored.
- c. If you have any questions concerning any product, how to read the MSDS materials or anything else, please contact your manager.

23. Communicable Disease Policy (revised : 11-5-11)

Blood and airborne diseases are rare in the workplace, however because of their potential to cause harm to humans, everyone must be informed so that they are protected.

BLOODBORNE PATHOGENS & COMMUNICABLE DISEASES

Blood borne pathogens are microorganisms which, when entered through the blood stream, may cause disease. Two diseases which cause concern are : Hepatitis B (HBV) and the human Immunodeficiency Virus (HIV).

TRANSMISSION OF DISEASES

HBV and HIV are transmitted person to person through sexual contact, fetal development, sharing of hypodermic needles and situations where blood is introduced to the environment and enters the body.

ROUTES OF ENTRY INTO THE BODY

- a. Unprotected skin openings (cuts, scrapes, dermatitis)
- b. Unprotected mucous membranes (eyes, nose, mouth)
- c. Penetration of the skin by a sharp object (needles, broken glass, nails)

REDUCING THE RISK OF EXPOSURE

The best way to handle blood or bodily fluid exposure is to use “Universal Precautions”. Universal precautions are assuming that all bodily fluids are contaminated with a virus.

SAFE WORK PRACTICES help to reduce exposure to potential situations.

REDUCING RISK OF EXPOSURE

Use Personal Protective Equipment. This includes micro shields for CPR and latex gloves when handling blood or other bodily fluids. Make certain that the Protective Equipment is free from defects, you know how to properly use the equipment, and the equipment fits properly. Dispose of all Personal Protection Equipment when finished.

* THIS EQUIPMENT IS LOCATED IN THE CHEF’S OFFICE AND BEHIND THE PRO SHOP DESK.

* EMERGENCY INFORMATION IS ALSO LOCATED AT THESE AREAS. FIRST AID KITS ARE LOCATED IN THE CHEF’S OFFICE AND UNDER THE PRO SHOP DESK.

Good housekeeping is crucial on everyone’s part. When there is a blood / fluid situation, the affected area needs to be cleaned and disinfected. Check with your manager to see what disinfectant is appropriate. A spill can also be cleaned with a 10% bleach and water solution. Mix that at time of exposure, because the bleach and water solution will lose its effectiveness as it sits. Disinfect cleaning tools after the situation has been cleaned.

24. Harassment (revised : 11-5-11)

Sexual Harassment is any unwelcomed sexual advances or request for sexual favors, when submission to or rejection of those advances is a term or condition of employment, or any conduct of a sexual nature or sexual focus which interferes with an individuals work performance or creates an intimidating, offensive or hostile work environment.

“Sexual Harassment is illegal and prohibited by Title VII of the Federal Civil Rights Act of 1964 and the Illinois Human Rights Act”

It is the policy of the Park District that all of its employees are entitled to be treated with dignity and respect. Personal harassment of any Park District employee will not be tolerated.

Employees and supervisors of the Dundee Township Park District are expected to follow these policies to insure all fellow employees are working in an environment free of verbal or physical harassment. Harassment includes, but is not limited to; sexual advances, use of obscene or objectionable language, name calling, or any other action considered offensive, based on race, religion, national origin, handicap or sex of employee.

Sexual harassment may include :

1. Making comments about a persons clothing, body, or personal life
2. Addressing an individual with a nick name or term of endearment not of that individual's choosing
3. Subtle pressure for sexual activities accompanied by implied or open threats
4. Touching, hugging, patting, pinching or kissing
5. Repeated, unwanted overtures of a sexual nature
6. Leering at a persons body
7. Displaying sexually explicit or offensive pictures or materials
8. When the employee must submit to such conduct in order to keep their job
9. When submission to, or rejection of such conduct is used as a basis for employment or promotions.

The assumption that our behavior is acceptable to everyone with whom we come in contact can create a difficult situation for everyone involved. Whether harassment is intended or not, you may be appropriately accused of harassment if your behavior is unacceptable to another individual. Be aware of how people respond to what you do and say. If an individual objects to your behavior towards them, listen to, and heed their objections. What is acceptable behavior to some people is not always acceptable to others.

25. Drug Free Workplace Policy (revised :11-5-11)

It is the policy of the District to provide a safe, productive, and drug free work environment. The following rules represents the Districts policy concerning substance abuse :

- a. All employees are prohibited from being under the influence of alcohol or illegal drugs during working hours.
- b. The use, sale, possession, transfer or purchase of illegal drugs or any controlled substance on District property or in District vehicles, or while performing District business is strictly prohibited and is cause for disciplinary action up to and including termination. Such actions will be reported to the appropriate law enforcement officials.
- c. Any employee who commits an unlawful act on or off District premises except after working hours and then only in connection with District authorized events.
- d. No alcoholic beverages will be brought in or consumed on District premises except after working hours, and then only in connection with District authorized events.
- e. No prescription drug will be brought on District premises by any person other than the one for whom it is prescribed. Such drugs will be used only in the manner, combination and quantity prescribed. Your supervisor must be notified of any prescription issued which required you to have the medication on the premises or to use such prescribed drug, before it is actually brought on property (including vehicles) of the District.
- f. For the purpose of these rules, an alcoholic beverage is any beverage that may be legally sold and consumed.
- g. Drug means any substance other than alcohol capable of altering an individual's mood, perception pain level or judgment. A prescribed drug is any substance prescribed for an individual's consumption by a licensed medical practitioner. Any illegal rug is any drug or controlled substance the sale or consumption of which is illegal.

26. Smoking Policy (revised : 3-20-11)

Smoking or use of tobacco products by employees is prohibited in or on any Park District building, facility, equipment or vehicle, or while working directly with the public. Any staff wishing to smoke or use tobacco products may only do so during times and areas designated by their supervisor. Smoking is always prohibited in areas containing combustible materials.

Per Public Act 095-0017, the "Smoke Free Illinois Act" prohibits smoking in public places, places of employment, governmental vehicles or smoking within 15 feet from entrances, exits, windows that open and ventilation intakes by all patrons and employees. Patrons may smoke on the golf course.

27. Problem Patrons & Behavior Management (revised : 11-5-11)

There will be times when you will encounter patrons with problems. Patrons with problems are just like us. When you are having a bad day, car trouble, too much to do and little time in which to do it, this can lead to unrealistic expectations of what a public facility can provide. Please treat these people as sympathetically and politely as possible. If you continue to have problems or the patron becomes threatening, please refer them to any member of management who is on duty and will determine the proper actions, up to and including police involvement.

Document the details of the situation for record.

28. Lost & Found (revised : 11-5-11)

When an item is left behind at the clubhouse, these items are to be brought to the Food & Beverage office. There is also a lost and found area at the Pro Shop. All items must be turned in; anyone who does not return found items is subject to disciplinary action up to and including termination. Items of value (watches, cell phones, money), should be given directly to a supervisor on duty. These items will be placed in our safe.

PROCEDURE :

- a. If someone comes in looking for an item, please see the inventory list and get assistance from a supervisor.
- b. If an item is not found, add the person's name , phone number and description of the lost item.

29. Patron Dress Code (revised : 11-5-11)

The following dress code should be adhered to for patron's playing golf. Metal spike shoes are not allowed.

MEN

Shirts with sleeves and collars, turtlenecks, mock turtlenecks and golf crews are appropriate. Cut-off's, short-shorts and undershirts are not appropriate.

WOMAN

Golf shirts, blouses, turtlenecks, mock turtlenecks are appropriate. Golf slacks, golf shirts, skorts, shorts and tailored warm-ups are appropriate. Bare midriffs, cut-offs, tank tops, swimsuit tops and short-shorts are not appropriate.

There may be some extra shirts that may be loaned to patrons to help them meet our dress code.

30. Priorities : All Staff (revised : 3-20-11)

After you have punched in, please check with the Food & Beverage Management for any special events or projects for the day.

1. The main priority is customer service
2. Patrons are to be promptly greeted and assistance offered
3. There is to be no personal conversations while customers are present; their prompt service is our main goal
4. No food is to be consumed in view of the public
5. If the phone is ringing, place the caller on hold with a brief explanation until the patron in front of you is serviced.

31. Unauthorized Use of Park District Property (revised : 3-20-11)

In order to ensure the safety of all patrons and staff, the Randall Oaks Golf Course will only operate during assigned golf patron hours. No after hours playing or driving range use will be permitted.

Unless a person is assigned or authorized, no person may use Dundee Township Park District property for personal use. This is prohibited either during or after business working hours.

For the purpose of this policy, property is defined as buildings, vehicles, facilities, grounds, tools, implements, building materials, electronic equipment, recreational and rental equipment, and the like.

Use of agency property in violation of this policy will be subject to disciplinary action including termination or revocation of privileges.

32. Severe Weather Procedures (revised : 3-20-11)

It is the policy of the Dundee Township Park District that all staff should take proactive precautions to ensure the safety of patrons when severe weather (lighting/thunder, hail, heavy rainfall, and high winds/tornados) is imminent. If a storm has been forecast or the weather is looking threatening, the Supervisor along with staff will monitor the status of the weather channel and the Randall Oaks Thor Guard System. If a "severe weather warning" (severe weather is imminent and shelter should be taken immediately) is broadcast and / or lightning has been spotted or thunder is heard, the course is to be cleared immediately. Radios will be used to communicate with the beverage carts, starters and rangers; and on return to the clubhouse, personal should inform patrons to discontinue play and seek shelter. If someone refuses to leave the course the incident should be documented on an incident report. Staff should not go out on the course to clear patrons! Other Park District personnel may call and ask what the status of Thor Guard is:

- a. All Clear : Safe weather is current condition
 - b. Caution : Some type of storm has moved into the radius, and may be approaching the area
 - c. Warning : A lighting producing system has moved into the area and the golf course may have to be evacuated.
 - d. Red Alert : Most serious condition. Lighting most likely will hit 1 – 2 miles in the next 5 – 15 minutes. The horn will automatically sound a long continuous tone. Suspend play immediately, clear the golf course or seek appropriate shelter.
- Activities should be suspended for at least 30 minutes after the last sighting of lighting. If lighting is striking nearby, remove all metal objects from your person.
 - When the weather conditions have improved enough for safe play, the siren will sound three short blasts from the horn indicating an all-clear condition
 - In the event of a tornado warning, staff and patrons should seek shelter in an interior hallway, kitchen, or banquet bathrooms.

33. Seizure Policy & Procedures (revised 9-5-12)

Please refer to the following 4 pages on DTPD policy & procedures regarding seizures

Seizure Management Policy and First Aid Procedures Randall Oaks Golf Club

Dundee Township Park District

Policy Overview:

In order to maximize a safe and healthy recreation environment for patrons and staff, the Randall Oaks Golf Course has established the following seizure management policy and procedures. This policy is intended to complement and supplement the medical emergency response plan.

1. The Camp registration form should be reviewed by all camp and supervisory personnel to see if important health information is included for seizure disorders and/or to identify any need for reasonable accommodation. If seizure conditions are disclosed by parents/guardians of minor patrons or adults participating in an adult program the following information should be provided on the Additional Medical Information Form/Seizures:
 - nature and duration of the seizure
 - frequency
 - triggering mechanisms
 - symptoms
 - date(s) of most recent seizures
 - parental/patron instructions &/or recommendations
 - up-to-date medical protocol from the primary health care provider
2. Depending on the frequency and/or nature of the seizures, the feasibility and need to provide 1:1 supervision should be evaluated. In the interim, consideration should be given for the appropriateness of temporarily suspending participation pending an analysis of the ability of the patron to safely participate in any activity, with or without reasonable accommodation. PDRMA's legal counsel and/or their corporate counsel should promptly be contacted to assist in identifying and balancing the rights of both the member and patron.
3. If a seizure should occur, staff should begin monitoring and responding to the seizure as soon as the symptoms are recognized – this includes implementing established seizure/emergency procedures; coordinating with other emergency medical providers; monitoring the duration of the seizure from the moment staff first observed the symptoms (and when possible, from the time of onset) and; documenting the nature/character of the seizure.
4. As with any medical emergency, prepare a PDRMA incident report documenting all pertinent information about the event (when, where, how, responders, witnesses, victim condition, etc.).

When to Activate the EMS (911) system:

1. Anytime you are unaware of a pre-existing seizure disorder, summon EMS immediately.
2. Anytime you are uncomfortable with either the situation or the condition of the person, call EMS. Always err on the safe side, for the patrons' safety.

3. Anytime the seizure is different in nature or character than prior seizures, summon EMS immediately.
4. If you know the person is prone to seizures or is being medically treated ***and you have written instructions from the patron or patron's parents/guardians not to summon EMS***, it may or may not be necessary to activate EMS unless:
 - The seizure lasts longer than 1-3 minutes
 - Another seizure begins within 1 hour after the first
 - The person does not regain consciousness after the convulsions or seizure have stopped
 - The person stops breathing for longer than 30 seconds
 - Seizure occurs after a known head injury or the person complains of a sudden severe headache
 - The person is pregnant
 - The person has a medical alert tag or diabetic alert tag
 - The person appears injured
 - The person has swallowed excess amounts of water
 - You are at all uncomfortable with the situation
5. If patron/parent instructions are provided on how to manage a seizure and/or not to summon EMS in the event of the seizure, the following steps must be taken:
 - Require that the instructions be in writing *and provided by or signed be off on by the primary care physician* (the physician's recommendations/instructions as to managing the seizure, or approval of the management instructions **must be dated and written within the past 6 months**).
 - Make several copies of the instructions and provide copies to relevant staff and be kept in the Camp Registration information book.
 - If the information is not provided before the program start date participation may be delayed/denied until receipt and review of the requested documentation
 - If, after receipt of the documentation, you are uncomfortable with the instructions (or despite the instructions, you are at all uncomfortable with the situation), summon EMS in the event of a seizure --- *you are not necessarily legally required to comply with patron/parent/physician instructions!*
 - Do not hesitate to contact PDRMA's legal counsel or your corporate counsel for further guidance.

Definition and Description:

Generalized Seizures are caused by abnormal electrical activity over the entire brain simultaneously. This group of seizures affects the level of awareness and muscle movement of all extremities.

Seizure types: Absence seizures (Petit Mal), Myoclonic seizures, Atonic seizures, Tonic seizures, and Tonic-Clonic seizures (Grand Mal).

Seizure length: They range from 3 seconds to up to 5 minutes, depending on the type and severity.

Symptoms: a dazed look in the face, eye blinking, head bobbing, sudden brief jerks of a single muscle or group, unconsciousness, loss of body functions, and full body constriction.

Partial (focal) Seizures are seizures begin in one part of the brain instead of all over. Depending on which lobe of the brain that the seizure comes from will determine the physical symptoms of the seizure.

Seizure types: Simple partial seizures, Complex partial seizures. They can also be classified as Frontal Lobe, Temporal Lobe, Parietal Lobe, and Occipital Lobe.

Seizure Length: They range in length from seconds up to 2 minutes.

Symptoms: People, in the majority of cases, are completely aware and alert during these seizures. There can be tingling or shaking of a small body part, unusual smell, visual hallucinations or ill-defined feeling. They are also described as an altered consciousness, subtle, repetitive and stereotypical movements of the face or extremities.

Hypoxic convulsions are due to lack of oxygen in the brain. Persons may appear rigid or stiff, may jerk violently, and/or froth at the mouth. Unlike the seizure conditions described above, this is a life threatening condition.

Emergency Procedures:

1. Prevent the person from injuring themselves. Place something soft under their head, loosen tight clothing, clear the area of hard and sharp objects, and remove eyeglasses if needed.
2. Place the person in a recovery position to allow saliva to drain from the mouth.
3. Start timing the seizure as soon as symptoms are recognized.
4. If uncomfortable with the situation, contact EMS immediately.
5. **Do not** restrain the person's movements.
6. **Do not** place any items in the person's mouth and **do not** attempt to give any liquids.
7. Be sensitive of the environment and the person's privacy.
8. If staff is unfamiliar with the person, unsure if previously diagnosed as seizure prone or medically treated, contact EMS immediately.
9. Maintain the person's airway.
10. After the seizure subsides, complete an initial assessment to determine the condition of the person (airway, breathing, circulation, physical condition).
11. If the person is not breathing, begin artificial respiration. If the person does not have a pulse, begin CPR. Make sure EMS is contacted.
12. Provide an area for the person to rest until fully coherent, where the person can be observed by a responsible adult. Consider a shaded area or an office.
13. The person involved in the episode should be restricted from any aquatic programs for the remainder of the day.
14. If a minor, the occurrence of a seizure should always be reported to the person's parents or guardians.

If the seizure occurs in the water; follow the agency's seizure prone swimmer policy and first-aid procedures

ACTIVITY/ENVIRONMENTAL CONSIDERATIONS

Because of the loss of bodily control and/or cognitive function that typically accompanies a seizure and the potential need for prompt emergency medical services, program planners should carefully develop specific emergency response plans for seizure-prone persons enrolled in recreation programs and activities.

Program planners must first determine whether the patron can safely participate in any activity or program, with or without reasonable accommodation. This includes identifying how a seizure may affect the personal safety of the participant who experiences a seizure during any given activity (as well as the safety of responding staff and potential impact on the program). The planner should consider if the loss of bodily control might result, for example, in a fall from a height, a fall onto a hard surface, or a drowning situation. If these are possibilities, the planner and program supervisors/instructors should jointly assess, address, and coordinate participation in these activities and seizure management. In some instances, it may be prudent to temporarily suspend participation in any given program/activity pending assessment (i.e. taking the "proverbial step backwards"). In other situations, it may be feasible and prudent to provide a one-to-one companion (provided the nature of the seizure/activity does not create a safety risk for the companion). In any event, program supervisors should explore and address these issues with adult patrons or with parents and/or guardians of minor patrons **before participation** -- and if possible, include special recreation association staff as part of your assessment and seizure management team.

Program planners should also consider the potential challenges presented by program locations where access to EMS may be limited or substantially delayed. Because access to emergency medical services can be crucial in providing necessary care, planners should be aware of the proximity of these services at all times. Field trip locations as well as any remote sites, such as campgrounds, should be researched ahead of time to determine where emergency care can be found in the area and how long it will take for a response.

These situations are often emotionally-charged for all parties involved. Regretfully, at times patrons with seizure disorders engage in recreation activities neither well nor wisely. The patron (or parents of a minor patron) does not have the legal right to compromise his/her safety. There are often misperceptions as to the legal rights of the patron and/or of the provider. When in doubt, always err on the side of caution and contact PDRMA and/or legal counsel for prompt guidance, and temporarily suspend participation pending further evaluation and guidance.

References:

American Association of Neurologists website.

Pediatric Epilepsy Center website, article by Tracy Connell, RN, MSN, CPNP.

MSN Health website articles:

 "What is the Cause of Epilepsy" – December 1998

 "What is the Immediate Treatment for Epileptic Seizures?" – December 1998

 "What is Epilepsy?" – December 1998

 "First Aid for Seizures"

 "Seizures - When to Call a Doctor" – November 2003

PDRMA EMPLOYEE CHECK LIST REVIEW

Today we will review the following items in regards to our insurance company, PDRMA. After the review, please sign and date this form stating you understand what was reviewed. If you have any questions, or need clarification on any item, please let a manager know

Statement of Admission _____

Right to Know Training (MSDS Manuals) _____

Communicable Diseases _____

Harassment _____

Child Abuse Reporting Act _____

Patron Behavior Management _____

Lifting / Material Handling _____

BASSET Requirements / Review _____

Cuts / Punctures / Burns / Scalds _____

Employee Hygiene _____

Fire Extinguisher Procedures _____

Ladder Safety _____

Employee Name _____ Date _____

Managers Present : _____

revised : 9-5-12

Samples of Park District Forms & Employee Sign-Off Forms

1. PDRMA : review check list (must sign and return to management)
2. Food & Beverage Employee Manual Receipt (must sign and return to management)
3. Sample : Accident Reporting Form
4. Sample : Incident Reporting Form
5. Sample : Employee Injury / Illness Reporting Form
6. Randall Oaks - Quiz



WELCOME TO THE DUNDEE TOWNSHIP PARK DISTRICT

40 Park Sites and Facilities encompassing 714 acres

Randall Oaks Golf Club

Bonnie Dundee Golf Club

Dolphin Cove Family Aquatic Center

Sleepy Hollow Outdoor Pool Facility

Recreation & Fitness Center – East Side

*Including Racket Ball Courts, Day Care Center,
Indoor Track and Summer/Sports Camp Programs*

Petting Zoo & Nature Facility

Senior Center

*15 Tennis Courts * 38 Play Grounds * 12 Picnic Shelters*

*18 Baseball Fields * 4 Volley Ball Courts * 17 Basketball Courts*

92 Acres of Natural Woodlands at Raceway Woods

Recreation & Fitness Center – West Side (Opened in 2012)

**DUNDEE TOWNSHIP PARK DISTRICT EMPLOYEE CONTRACT DISCLAIMER
AND SIGNED ACKNOWLEDGEMENT
FOR THE 2013 FOOD & BEVERAGE EMPLOYEE HANDBOOK
*Revised : 9/1/13***

I hereby acknowledge that the Dundee Township Park District Part Time/Short Term Employee Personal Policy Manual and Appendices ("Manual") has been made available for my review. I agree and represent that it is my responsibility to review this manual thoroughly. I agree that if there is any policy or provision in the Manual I do not understand, I will see clarification from my supervisor, department head or Director.

I understand that this Manual has been developed as a general reference guide for the Dundee Township Park District ("Park District") employees and that neither the Manual nor its individual terms or any written or oral statement contradicting, modifying, interpreting, explaining or clarifying and provisions of this Manual is intended to create or shall create an employee contract, either expressed or implied, on the part of the Park District. I also understand that the policies, benefits and rules contained in this Manual can be changed or discontinued by the Park District at anytime with or without advanced notice. I understand that nothing contained in this Manual may be considered as creating a promise of future benefits or a binding contract with the Park District for benefits or for any other purpose.

I further understand that I am at at-will employee as provided in the Manual and as such, employment with the Park District is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice. In addition, I understand that no representative of the Park District, other than the Director with the Board's express approval, has the authority to enter into any binding representation or agreement, whether oral or written, contrary to the foregoing.

I understand and will comply with all policies within this Manual and any and all other Park District policies, rules and guidelines as promulgated periodically. I further understand that violating any policy within this Manual or any other Park District policy, rule or guideline may subject me to disciplinary action up to and including dismissal.

The following policies / procedures have been personally reviewed with me by a District staff member :

- Technology Usage Policy
- Drug Free Workplace Police
- FMLA
- VESSA
- * Non-Discrimination/Anti-Harassment Policy
- * Officials/Employee Ethics Policy
- * Personal Policy Manual

Please sign and date this acknowledgement

Date : _____

Employee Signature

Employee (print name)

Manager / Supervisor

(1) copy for employee file

