

City of Madeira Beach
Recreation Department
POLICIES AND PROCEDURES MANUAL



As of 5/16/2025

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Mission Statement

The Madeira Beach Recreation Department is committed to enriching the lives of residents through inclusive, engaging, and sustainable recreational programs, events, and athletic opportunities. We strive to build a stronger community by promoting health, safety, and connection—while also welcoming visitors and supporting local partnerships.

Department Summary

The Madeira Beach Recreation Department is dedicated to enriching the lives of residents through inclusive, engaging, and sustainable recreational services. With a focus on community well-being, we provide a wide range of youth and adult programs, athletic leagues, and special events designed to foster connection, promote healthy lifestyles, and enhance the overall quality of life in Madeira Beach.

We proudly serve all members of our community—including youth, families, seniors, and partner organizations—while also welcoming visitors and supporting local tourism through dynamic public events and accessible facilities.

Our department manages the 14-acre Madeira Beach Recreation Complex, which includes three softball fields, two tennis courts, a basketball court, dog park, splash pad, fishing pier, and scenic observation deck. These amenities provide year-round opportunities for play, relaxation, and connection with nature.

Guided by values of inclusivity, health, safety, engagement, and innovation, the Recreation Department remains committed to delivering responsive and high-quality services that reflect the needs of the Madeira Beach community.

Staff Expectations

- Employees of the City of Madeira Beach are expected to conduct themselves in a friendly and professional manner.
- Employees must follow the policies in the City of Madeira Beach employee handbook.
- Recreation Staff are expected to show up for their shift on time and ready to perform their duties.
- Recreation staff are expected to follow all Federal and State Laws governing the operation of childcare facilities in the State of Florida.
- Employees are expected to follow all tasks and guidelines associated with their role and responsibility within the Department.

Daily Procedures

- The Madeira Beach Recreation Center is open to the public daily from 8:30am – 4:30pm. Variance in the hours of the Recreation Building may occur to do scheduled programs, events or activities.
- Opening Procedure
 - Enter the Recreation Building, either through the front door utilizing provided staff ID or other building door if provided key for access to the building.
 - Check all exterior doors for proper locking and ensure they were closed overnight. If any door is left open, contact the Pinellas County Sheriff's Office to assist in sweep of the building.
 - Check all rooms for safety and cleanliness. Ensure common areas, restrooms, and assembly rooms are clean as well as make sure the trash cans have been emptied from the day prior. In the event the building is not properly cleaned, notify the supervisor or department director to ensure documentation and proper reporting to the department overseeing janitorial contract.
 - Ensure all interior lights in front lobby and office area are turned on.
 - Report to workstation and begin your workday.
- Closing Procedure
 - Ensure sure all exterior doors are properly shut and locked for safety.
 - Turn off any television or similar electronic devices with the building.
 - Turn off lights in all rooms and common areas.
 - Ensure rooms and common areas are clear of large debris and/or lost and found items.
 - Ensure cash box is properly locked and store away in locked cabinet or drawer.

Customer Service

- The City of Madeira Beach, Recreation Department, and other departments within the City of Madeira Beach pride ourselves on exceptional customer service. All customers

are to be treated with respect and dignity no matter the situation. Should problems arise to a level of which assistance is needed, please notify the appropriate department supervisor for assistance.

- All participants, vendors, community partners or other stakeholders are expected to follow the terms and conditions of the Madeira Beach Recreation Department Facilities. Anyone not following Recreation Department Policies should be reported to a Recreation Supervisor.
- Employees should be knowledgeable of the safety conditions of all Recreation Facilities and notify a Recreation Supervisor if conditions do not meet minimum safety standards.
- Employees should be knowledgeable of any dangerous weather conditions for participants, vendors, community partners or other stakeholders. The Recreation Department utilizes ThorGuard software and hardware for monitoring weather conditions, the safety standards set forth through this software shall be observed to ensure the safety of staff.

Cash Handling Policies

- Only Recreation and other authorized City Employees are allowed to handle cash paid to the Recreation Center for goods and services.
- Cash is to be counted at the beginning and end of every workday, Any overages/shortages should be reported Recreation Director and/or Finance Department.
- All cash should be locked in the safe at the end of the workday.
- End of the day cash should be recorded into the financial software program each night.
 - o Cash should be recorded in CivicRec to match GL Codes to Transactions
 - o Cash should be deposited according to Brinks policies and procedures.
- All bills \$20 and up should be checked with the provided counterfeit bill detector for verification. If there is a bill which seems fraudulent, alert a supervisor immediately. If a supervisor is unavailable, inform the customer that “you do not feel comfortable with the authenticity of the bill and will not accept it”.
- All doors should be locked while counting cash at the end of the day.
- The Recreation Director and designated employee are responsible for the reporting, handling, and depositing of the Recreation Daily Cash into the Brinks safe deposit box located at City Hall.
- Staff is to follow the Fees Associated with Programs, Activities, and Rentals which are identified in the City of Madeira Beach Fees and Collection Manual.

Software

Madeira Beach Recreation Department uses various software solutions for Programs, Rentals and Childcare:

Registration and Facility Rentals – CivicRec – For complete instructions on navigation of the software, see the Civic Rec User Guide

Childcare – ProCare – For complete instructions on navigation of the software, see the Procare User Guide.

Group Fitness Instructors Policies and Procedures

- Instructors of our programs are in one of the most visible and valuable positions which affect the image of the department and the City of Madeira Beach. Professionalism in their actions, appearance and attitude is expected.
- Instructors are responsible for assuring proper care of equipment used during classes and activities. This includes providing participants with instruction about care of the equipment, proper use, and returning of equipment to proper location.
- Interested parties looking to operate as an instructor with the Recreation Department are to be directed to the Recreation Director or his/her designee.

Recreation Center, Facility & Field Rentals.

Refer to the Fee & Collection manual for more information regarding rates, rules and regulations. Requests can be completed online utilizing CivicRec or by Contacting the Madeira Beach Recreation Center at 727-392-0665.

Medical Emergency

- In the event of any Medical Emergency, remain calm and Dial 911. The Address for the Recreation Center is 200 Rex Place, Madeira Beach FL 33708.
- If needed, an AED is in the front lobby of the building.
- Make sure you or someone else remains with the person in distress so you/they can relay important medical information to the 911 operator.
- Send a bystander/staff member, if possible to the street and instruct them to direct emergency vehicles and personal to the distressed individual/s.

Fire Emergency

- In the event of a structure fire, all occupants from the building immediately. Pull the fire alarm and dial 911.
- If you are able, use the nearest fire extinguisher to put out the fire. Never put yourself at risk when extinguishing a fire.
- Assign someone to direct emergency vehicles from the main road to the emergency area.
- If possible, cut off the power to the building. Shut of the main breaker located on the power box near the road.