

MUNICIPAL AUDITING REPORT CITY OF ROANOKE



Parks and Recreation – PLAY Afterschool Program Follow-Up May 26, 2016

Report Number: 16-015
Audit Plan Number: 16-023

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AUDIT OBJECTIVES & SCOPE

Audit Objectives:

1. To determine if monthly Fire and Semi-annual Shelter-in-Place drills are performed in compliance with Parks and Recreation policy.

Yes – Monthly fire drills are performed at each location in accordance with a fire drill calendar. Training for the shelter in place drill is scheduled for June 1, 2016: with a semi-annual shelter in place drill scheduled for the week of June 6, 2016. A second drill is tentatively scheduled in the late summer timeframe when there is more possibility of severe weather.

2. To determine if children are signed out of the PLAY program in compliance with the After School PLAY Parent Handbook.

No – A *daily sign-in and sign-out sheet* must be signed by the child upon arrival and by the parent or authorized person when the child is picked up. We reviewed 38 days at the Preston Park and Grandin Court locations and 55 days at Eureka between the months of February 2016 and April 2016. Each location was noted to have between 24% and 36% of days with one or more children not signed out without notation made by the PLAY staff of who picked the child up.

3. To determine if a process has been developed to ensure scheduling of annual safety inspections by the Office of Risk Management in compliance with the Parks and Recreation Risk Management Plan, and that all safety issues identified during the December 2015 inspection have been corrected.

Yes – Minor safety issues noted at Preston Park, Eureka and Grandin Court have been resolved. The Parks and Recreation department will be responsible for scheduling the annual inspection with the Office of Risk Management.

4. To determine if procedures have been implemented to ensure all PLAY program employees receive CPR/First Aid and Emergency Medication Administration training.

Yes – Roanoke City Fire-EMS has agreed to allow the Office of Risk Management to borrow the necessary equipment to assist in the CPR/First Aid training for employees in the after school program as needed and communicated by Recreation staff. Current CPR certification cards are on hand for 13 employees. The training matrix is current for all employees who have certification.

5. To determine if management has evaluated the applicability of indoor air quality best management practices for recreation centers and determined if radon or other containments should be monitored.

Yes - Radon testing will be performed at the recreation centers by September 30, 2016 with any remediation performed as necessary.

6. To determine if new PLAY employees receive appropriate training within three weeks of hire.

Yes – A concerted effort has been made to train new employees throughout the year with the development of a checklist and the establishment of a three week target date for completion of new hire orientation. Because of the limited number of positions at each PLAY location and other commitments of the staff, it has been difficult to meet the three week target date. However, the progress made by the PLAY administration staff to train new employees, deserves merit.

Audit Scope:

We reviewed the status of the Recreation department action plans as of April 28, 2016 and Environmental Management department action plan as of March 31, 2016.

End of Audit Objectives and Scope

BACKGROUND

The PLAY (Positive Learning and Adventure for Youth) program is an afterschool recreation program where children receive homework assistance, participate in enrichment activities and structured recreation, and receive general afterschool care. The program is offered at three recreation centers for children enrolled in kindergarten through fifth grade. It has a total enrollment capacity of 120 children:

The Preston Park program utilizes both the recreation center and the Preston Park Elementary School gym.

Families pay a weekly program fee of \$25 per child.

Two [2] full time Parks and Recreation department employees oversee the PLAY program. There are a total of fourteen [14] part-time staff who provide instruction and oversight at the centers. The Parks and Recreation department's goal is to have one [1] adult for every ten [10] children. When available, the department utilizes previously employed instructors and assistants to fill in during staff absences and turnover so that the 1:10 ratio is maintained.

We completed the audit and issued the final draft of the report to management on November 25, 2015. The final report, with management's action plans, was presented to the Audit Committee on December 21, 2015. Management anticipated that all action plans would be completed by March 1, 2016.

End of Background

OBJECTIVE 1 - FIRE AND SHELTER IN PLACE DRILLS

Management Action Plan:

Drills were held at each location but were not properly documented by staff. A calendar of scheduled dates will be developed and distributed to site supervisors. The Recreation Program Supervisor will confirm drills are held and verify documentation is completed on the day of the drill. Drills have been held in October and November 2015 at all locations and documents completed. The drill calendar will be completed by December 18, 2015.

Completed – Yes

Overview:

A fire drill schedule has been developed for each After School PLAY program location. Monthly flyers are distributed to each center with the date the drill is to be conducted. Results of the drill, including:

- details of the number of children evacuated,
- length of time to complete,
- condition simulated (such as fire) and
- any issues encountered

are documented on the Emergency Drill form which are maintained on file at each location.

Using the current fire drill schedule, we haphazardly selected three months for each of the four PLAY locations. An Emergency Drill form was on file to verify the completion of each drill. Evidence of supervisor confirmation that drills were completed as prescribed was materially noted.

Training for the shelter in place drill is scheduled for June 1, 2016 during the annual Summer PLAY Orientation training session. A semi-annual shelter in place drill is scheduled for the week of June 6, 2016, with a second drill tentatively scheduled in the late summer timeframe when there is more possibility of severe weather.

End of Objective 1

OBJECTIVE 2 – CHILD PICK-UP PROCEDURES

Management Action Plan:

Staff on site will continue to remind parents to sign their child out and will attempt to post themselves where they make sure this is being done; depending upon activities and staffing levels. In the event a parent does not sign out, at the end of the day staff will make note of this on the sign out form, initial that the child was picked up, and re-educate the parent the next time they come for pick up. Staff will be re-trained on this issue by December 7, 2015.

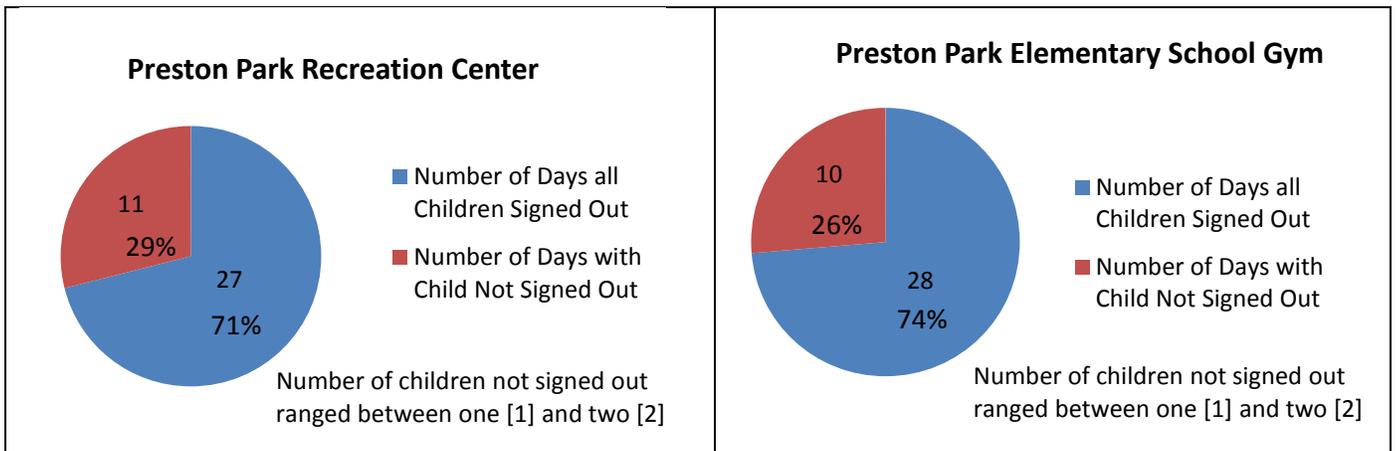
Completed – No

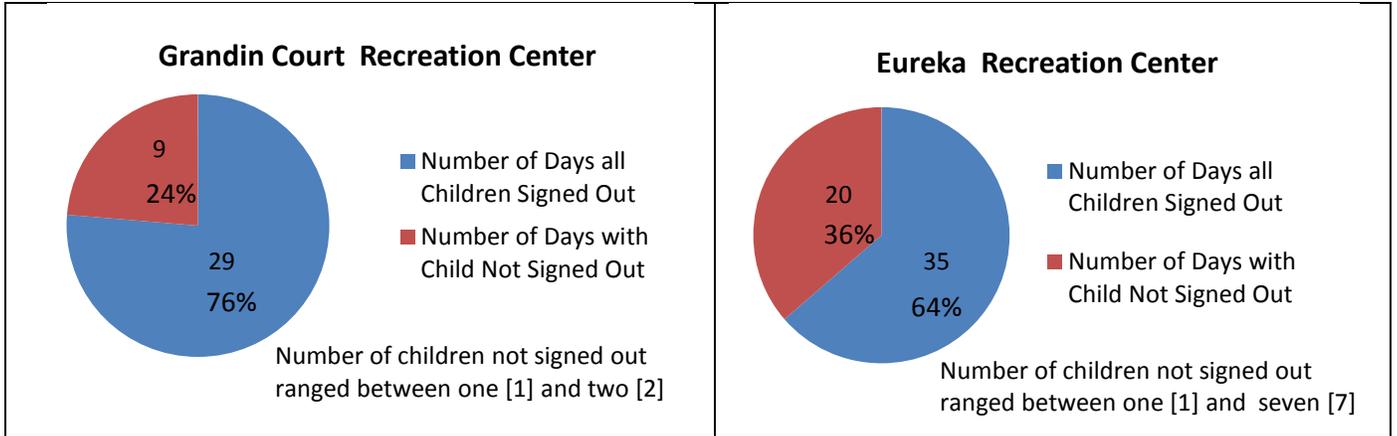
Overview:

Upon registration, the parent is provided with an After School PLAY Parent Handbook. This handbook includes a statement which indicates “All children must be picked up inside the site, signed out at the time they are picked up and escorted from the building by the person to who they are released”.

Upon arrival at the center, all children sign in on a *daily sign-in and sign-out sheet*. Individuals arriving at the center to pick up a child are required to sign and note the current time next to the child’s name and escort the child from the building.

We reviewed the *daily sign-in and sign-out sheets* for the months of February and March 2016, a total of 38 days at each program site. Due to the number of children per day noted as not being signed out at Eureka Recreation Center we expanded our review to include April 2016 for a total of 55 days. Results of the review are shown in the charts below.





End of Objective 2

OBJECTIVE 3 – ANNUAL RECREATION CENTER SAFETY INSPECTIONS**Management Action Plan:**

This audit revealed some confusion as to which department is responsible for scheduling and tracking the annual safety inspections. Based upon discussions between Melida McKee, Recreation Coordinator and Jackie Clewis, Risk Manager, it has been determined that the Office of Risk Management will be responsible for performing the safety inspections. The Recreation Coordinator will be responsible for scheduling these annual inspections with Risk Management. Inspections at the three locations used for the After School programs were conducted by Gene Pritts, Safety Specialist, on December 5, 2015; no results available at this time. The target date, January 8, 2016, reflects when necessary repairs will be scheduled or corrected for any issues found during inspections.

Completed – Yes**Overview:**

The Parks and Recreation department's *Risk Management Manual* specifies that each recreation center will undergo an annual safety inspection. The Office of Risk Management is the department designated to perform the annual inspection. The inspections are based on the health and safety standards set forth by OSHA, with the results communicated in a written report with recommendations and target dates for corrective action.

The 2015 Annual Safety Inspections for the three recreation center locations, Preston Park, Eureka and Grandin Court, which host the After School PLAY program, were performed during December 2015 by the Office of Risk Management. Minor electrical safety issues were noted at each location, all of which have been resolved.

The Parks and Recreation department will be responsible for scheduling the annual inspection with the Office of Risk Management.

End of Objective 3

Objective 4: CPR / FIRST AID / EMERGENCY MEDICATION ADMINISTRATION TRAINING**Management Action Plan:**

Staff records will be updated to include a copy of their certification card and certification dates will be entered in the Employee Training database by the Recreation Division Safety Coordinator. A separate file will be maintained in the office of the Recreation Coordinator at Preston. Staff that are currently certified but have no card on file will be asked to produce a card so that a copy can be made. This includes six [6] staff that was certified by the Risk Management instructor in June 2014. A new employee who came to employment already certified had a copy of her certification placed in her personnel file as of December 1, 2015. Four [4] staff attended and passed classes held on November 9 and 12, 2015; cards received and copied on November 30, 2015.

Jackie Clewis, Risk Manager, reports that the current Employee Training database is scheduled to be changed during the HR/Payroll System upgrade. The City will be adding a new training module that will replace the Employee Training Database. She reports that each Department's Safety Coordinator is to update training information in the Employment Training database. The Recreation Division has not had a Safety Coordinator since May 2015, when Michael Clark, Parks and Recreation Manager resigned. Steve Buschor, Director, will assign responsibility for updating the database to a staff person. The Office of Risk Management will be purchasing equipment to conduct CPR/First Aid/Emergency Medication Administering training by spring 2016. The Recreation Coordinator will be responsible for contacting Risk Management to schedule training for After School/summer staff. The December 18, 2015 target date reflects when documentation will be received from staff that was certified in June 2014 for two years.

Completed – Yes

Overview:

The Parks and Recreation department provides CPR and first aid training for all PLAY program employees. A certification card is provided to the employee upon completion, with a copy placed in the employee personnel file. A training matrix is used to track completion and expiration of the certification. The Office of Risk Management and Department of Technology are currently evaluating a training module in the Lawson Payroll system.

Roanoke City Fire-EMS has agreed to allow the Office of Risk Management to borrow the necessary equipment to assist in the CPR/First Aid training for employees in the after school program as needed and communicated by Recreation staff.

There are 14 current employees in the program:

- Nine [9] employees were noted as having CPR/First Aid cards on file during prior audit and were not included in the current review.
- Two [2] employees with no card on file in the prior audit have a current card on file.
- One [1] employee with no card on file in the prior audit is locating her certification card for the class taken prior to her employment in the PLAY program. There is at least one other individual at the site who is certified.
- Two [2] new employees hired since the prior audit have a current CPR card on file.

The responsibility for updating the database has been assigned to the Parks and Recreation Coordinator. The training matrix is current for all employees who have certification.

End of Objective 4

Objective 5: RADON TESTING**Management Action Plan:**

The Assistant City Manager for Community Development, Assistant City Manager for City Operations, Director of Parks & Recreation, and Environmental Administrator will evaluate the applicability of indoor air quality best management practices for recreation centers and determine if radon or other gases, particulates, or microbial contaminants should be monitored. The target date is March 31, 2016.

Completed – Yes

Overview:

Radon is a radioactive, colorless, odorless and tasteless naturally occurring gas which can accumulate to higher than normal concentrations in buildings, especially in low areas such as basements and crawl spaces. Studies have shown a clear link between breathing high concentrations of radon and incidence of lung cancer. The City has not measured the concentration of radon gas in the recreation centers used for the PLAY afterschool program.

Radon testing will be done at the recreation centers by September 30, 2016 to assess the existence of gases. Remediation will be performed as necessary.

End of Objective 5

Objective 6: NEW STAFF TRAINING**Management Action Plan:**

A new employee orientation check list will be developed to insure that new staff receives the correct training. The checklist will be developed and approved by December 18, 2015. The new staff will be permitted to begin work learning some parts of the job “hands on” under the supervision of full time staff or a Recreation Instructor. Packets of information presented by outside agencies at the summer orientation week will be given to the new employee to review and will be discussed with full time staff. As hiring happens throughout the year, new staff training will be ongoing with the target to complete checklist within three weeks of an employee’s start date.

Completed – Yes**Overview:**

Each new PLAY employee receives a comprehensive staff handbook that communicates many of the fundamental policies and processes of the City, the Parks and Recreation department and the PLAY program. The following is a sample of the topics covered:

- Department Mission, Vision, and Values
- Emergency Contact List
- Staff Training
- Personal Conduct
- Telephone Etiquette
- Customer Service
- Dress Code
- Staff Duties
- Participant Behavior Guidelines
- Reporting Abuse and Neglect
- Playground Safety Plan
- Natural Disasters

The Parks and Recreation department conducts a four day annual orientation for all PLAY employees prior to the start of the Summer PLAY program. The orientation covers much of the information in the staff handbook. Presenters at the 2015 orientation included representatives from Risk Management, Human Resources, Social Services, Emergency Management, the Department of Health, and Blue Ridge Behavioral Health. The orientation included safe food handling, child development, conflict resolution, and various other relevant topics. The 2016 annual orientation is scheduled for the week of May 31, 2016. Because the majority of the summer program employees’ transition to working in the afterschool program in the fall, management does not conduct a fall orientation. PLAY employees who are hired after the

annual orientation receive the handbook and are provided orientation on the job by the Recreation Program Supervisor. A checklist which mirrors the annual orientation topics has been developed and is used as a guide to ensure all training topics are covered. The completion of the checklist is targeted to be completed within three weeks of employment.

We reviewed the checklist for the three employees hired between January 1, 2016 and March 31, 2016. The checklist for two employees hired in March 2016 was substantially completed. The majority of the training topics on the checklist for the employee hired in February 2016 were not marked as completed; however, discussions with PLAY personnel indicated training was in fact substantially completed.

A concerted effort has been made to train new employees throughout the year with the development of the checklist and the establishment of a three week target date for completion of new hire orientation. Because of the limited number of positions at each PLAY location and other commitments of the staff, it has been difficult to meet the three week target date. However, the progress made by the PLAY administration staff to train new employees, deserves merit.

End of Objective 6

Summary of Management Action Plan

Management Action Plan – Child Pick Up	
<p>Signs will be posted at all locations to remind parents to sign child out. Staff on site will continue to remind parents to sign their child out when staff opens the door for the parent (doors are locked during the program hours) and will attempt to post themselves where they make sure this is being done; depending upon activities and staffing levels. At the end of the day staff will review the sign out sheets, will make note of any child who was not signed out by parent, will document who picked up the child, and initial. Once per week, the Recreation Program Supervisor or Recreation Coordinator will review sign out sheets to insure this procedure is being followed. If not, staff will be re-educated as well as the parent the next time they come for pick up. Staff will be trained on this topic during formal training sessions. Target date allows for the fall staff training and three weeks of fall season operations.</p>	
Assigned To	Target Date
Vickie Briggs, Recreation Program Supervisor	9/2/16

ACKNOWLEDGEMENTS

We would like to thank the Parks and Recreation department, specifically Melida McKee, for their assistance throughout this review.



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