



**New York State
Parks, Recreation and
Historic Preservation**

HANDBOOK for SEASONAL EMPLOYEES

State of New York
Kathy Hochul, Governor

Office of Parks, Recreation and Historic Preservation
Erik Kulleseid, Commissioner

An Equal Opportunity/Affirmative Action Agency



NEW YORK STATE
OFFICE OF PARKS, RECREATION AND HISTORIC PRESERVATION

Erik Kulleseid
Commissioner

Dear Seasonal Employee:

Congratulations and welcome to the New York State Office of Parks, Recreation and Historic Preservation! You are now a part of the dedicated workforce that makes this the best state park and historic site system in the country.

As the proud stewards of New York's dynamic natural, recreational and historic resources, our responsibilities are great. You are joining a staff who maintain a system that encompasses 325,000 acres and serve some 74 million visitors each year. With over 215 parks and historic sites across the state, the Office of Parks, Recreation and Historic Preservation is a diverse and exciting organization, presenting many challenges and opportunities for learning and discovery.

We are committed to excellence – protecting and preserving the valuable environmental and historical heritage of the Empire State, while providing patrons with fantastic and memorable visits. We work with pride and respect and welcome you and all of our seasonal employees to the OPRHP team. You bring a fresh perspective to our work and with your help, we can make this system even better!

Sincerely,

A handwritten signature in black ink that reads 'Erik Kulleseid'. The signature is written in a cursive style with a large, prominent 'E' and 'K'.

Commissioner

Mission Statement

The Mission of the Office of Parks, Recreation and Historic Preservation is to provide safe and enjoyable recreational and interpretive opportunities for all New York State residents and visitors and to be responsible stewards of our valuable natural, historic and cultural resources.

Guiding Principles

Fundamental to the successful achievement of our mission is the dedication of our employees and the adherence to a common set of values. These guiding principles serve as a pledge to the people we serve and a commitment to ourselves and to each other.

A Commitment to People. We are committed to serving and protecting the public to the best of our ability, with courtesy and respect. We are committed to our employees and volunteers, encouraging teamwork, self-improvement and mutual support.

A Commitment to preservation. State parks and historic sites are unique and irreplaceable public assets. We are committed to wise acquisition, planning, and, where appropriate, development; timely and professional care and maintenance; and a responsibility to future generations in whose trust we manage our resources. We are committed to providing encouragement to all agencies and individuals to identify, evaluate and protect historic and cultural resources.

A Commitment to serve. The availability of recreational, educational and cultural opportunities to all is vital in today's society, recognizing individual needs and interests. We are committed to safety, security, creativity and accountability in providing our programs and services.

A Commitment to leadership. We recognize the preeminence of the New York State Park and Historic Site System. We are committed to excellence, innovation and professionalism. We are committed to forging partnerships with others who are responsible for providing recreational, historic and cultural services.

Forward

Seasonal workers in OPRHP are employed primarily from Memorial Day through Labor Day and are assigned to one of a variety of fields such as:

- maintenance
- operations
- water safety
- recreation
- historic preservation
- public safety

Your specific duties will be explained to you in detail by your supervisor.

This handbook has been carefully prepared to give you the basic essential information about your responsibilities and benefits. It also outlines the rules and regulations which you are expected to follow in the performance of your duties. You should read this handbook very carefully and become familiar with its contents. It will assist you in successfully becoming a valued employee who is beginning what should be a rewarding experience.

If you have any questions about your job, what to do in unfamiliar situations, or if any sections of this handbook are unclear to you, **ask your supervisor for help.** He/she will be able to help you or refer you to the proper place for assistance.

OPRHP Employee Code of Conduct

As officers and employees of New York State, OPRHP employees are held to high ethical standards for promoting integrity and accountability in public service. Equally important, OPRHP employees are the face of the agency and are tasked with embodying the agency's mission of **“providing safe and enjoyable recreational and interpretive opportunities for all New York State residents and visitors and being responsible stewards of our valuable natural, historic, and cultural resources.”**

There are a number of laws, regulations, policies, and guidance documents that should shape your behavior on and off the job. This code of conduct summarizes these governing documents and the standards to which you are expected to adhere.

1. OPRHP Mission and Guiding Principles: Whenever you are in a State park facility, site or office, whether on or off duty, you are expected to maintain a professional, and helpful demeanor and treat all visitors, patrons and fellow employees with courtesy and respect. You are expected to refrain from the use of profane, vulgar, demeaning, or discriminatory language while at work or when visiting our facilities. When working, you should perform all assigned duties and responsibilities with integrity and honesty. In this way, you will further the agency's mission by helping to cultivate a positive work environment and an atmosphere that will encourage our visitors to return again and again. See, **GOV-POL-001, Mission Statement and Guiding Principles.**

2. Customer Service: OPRHP is committed to providing the best possible visitor experience at each and every state park and historic site. The five key principles that define this commitment are: 1) Pride in our facilities; 2) Professional appearance; 3) Courteous, friendly and positive customer interactions; 4) Knowledge of our parks and historic sites; and 5) Teamwork. Practicing these five principles will enable you to provide excellent customer service to our visitors as you carry out the agency's mission every day. You should review and become familiar with the OPRHP Customer Service Policy found at: **GOV-POL-021, Customer Service Commitment, and GOV-PCD-022, Achieving the OPRHP Commitment to Customer Service.**

3. Compliance with New York State Ethics Laws, Regulations and Policies: New York's ethics laws prohibit OPRHP employees from having any personal or private interest or engaging in any outside business or activity that is in substantial conflict with the proper discharge of their official OPRHP duties. All OPRHP employees are encouraged to review **Public Officers Law (POL) sections 73, 73-a, and 74 and their implementing regulations 19 NYCRR Parts 930, 931, 932, 933, which may be found at this link:** <https://jcope.ny.gov/ethics-laws-and-regulations-0>

Specifically, Public Officers Law section 73 and 74 (and their implementing regulations) limit and/or require agency approval for: (i) engaging in certain

outside activities , including, but not limited to, outside employment, the sale of goods and services to state agencies, political activities, and service on boards even if you receive no compensation; (ii) who you may supervise or be supervised by; (iii) gifts you may accept; (iv) interviewing for private sector employment and (iv) your employment after leaving state service. Because these ethics laws and regulations may apply based on your individual circumstances, all employees with ethics questions are encouraged to seek advice from the agency's Ethics Officer. Important OPRHP policies you should be aware of are: **HR-POL-016, Employment of Relatives of Agency Staff and HR-PCD-005, Outside Activities and Employment.**

4. Violence Free Workplace: OPRHP is committed to a violence free workplace. Physical aggression of any sort is unacceptable and will not be tolerated. Conflicts are to be resolved appropriately without physical force, name calling, threats, intimidation or any actions that can lead to violence. If you are unable to resolve a disagreement with a co-worker or a visitor, you should seek assistance from a supervisor. You must report all instances of workplace violence to your supervisor or higher level management. The agency workplace violence prevention policies are contained in **SFT POL-002, Workplace Violence Prevention Program and SFT-PRO-004, Workplace Violence Prevention Program and HR-POL-013, Domestic Violence in the Workplace.**

5. Discrimination and Harassment in the Workplace: Discrimination and harassment in all forms; including on the basis of race, creed, color, age, sex (including gender identity or gender expression), national origin, religion, marital and familial status, disability (including, pregnancy related condition and gender dysphoria), domestic violence victim status, sexual orientation, veteran status, or on the basis of a prior arrest or criminal conviction, are strictly prohibited. If you believe you have been discriminated against or harassed because you are a member of one of these protected classes or if you witness such behavior directed at another person, you should immediately report it to your supervisor or the Governor's Office of Employee Relations (GOER) Anti-Discrimination Investigations Division (ADID). The form for filing a complaint can be found at <https://goer.ny.gov/new-york-state-discrimination-complaint-form>. Supervisors and managers have a special responsibility to report harassment and must report any harassment that they observe or know of, even if no one is objecting to the harassment. If a supervisor or manager receives a report of harassment, or is otherwise aware of harassment, it must be promptly reported to the Anti-Discrimination Investigations Division without exception; even if the supervisor or manager thinks the conduct is trivial, and even if the harassed individual asks that it not be reported. If supervisors or managers have questions about whether behavior that they have observed or learned about constitutes harassment, they should consult with the Employee Relations Unit in the Bureau of Human Resources. The statewide policy prohibiting harassment and discrimination can be found at **HR-POL-001, Equal Employment Rights and Responsibilities Handbook for New York State Employees.**

6. Alcohol or Substance Use: Use of alcohol, illegal drugs and controlled or other intoxicating substances by employees during work hours is strictly prohibited as is reporting for work while under the influence of such

substances. If you are found to be in possession of illegal or controlled substances or under the influence of drugs or alcohol while at work, you may be subject to disciplinary action, up to and including termination of employment and/or criminal penalties. The agency policy on the use of drugs and alcohol is contained in **HR-POL-007, Drug and Alcohol Policy** and **HR-PCD-015, Implementation of Drug and Alcohol Policy**.

7. Care and Use of Agency Equipment: OPRHP employees are required to demonstrate reasonable care in the operation and use of OPRHP equipment and vehicles. As a rule, you should treat OPRHP equipment with the same or greater care than you would your personal property. You are authorized to use agency equipment, materials, and supplies only in the course of performing agency business. You are not permitted to borrow OPRHP tools or equipment and you are prohibited from storing any OPRHP equipment or supplies at your home. Personal use of agency equipment and resources is strictly prohibited, except such incidental use as authorized in agency policy **OPR-POL-022, Prohibition on the Personal Use of State Equipment and Resources** and **OPR-PCD-002, Use of State-Owned Vehicles. Misappropriation of state equipment and resources is also a violation of Section 74 (Code of Ethics).**

8. Theft: OPRHP has a zero tolerance policy for theft. Theft/Larceny of any OPRHP property, cash, equipment, supplies or other items, including surplus materials and equipment, is strictly prohibited and may subject you to criminal prosecution and/or internal disciplinary action up to and including termination of employment. Other actions that are considered theft/larceny include falsifying a time record to be paid for hours not worked and using a State-issued travel card or P-card for personal, non-business related reasons. In addition, you may not keep any property found in a park or in the workplace; it must be turned in to a supervisor or to the appropriate person responsible for lost items. The agency policy on preventing theft and fraud is contained in **IA-POL-001, Fraud Prevention Policy** and **IA-PCD-002, Fraud Reporting and Review**.

9. Safety: You are required to comply with all safety and health policies, laws, rules, and regulations while at work such as wearing required personal protective equipment (PPE) and properly using seatbelts in state vehicles. If you are unsure of the appropriate safety measures to be taken in any situation, ask your supervisor for assistance or contact your regional safety manager.

10. Confidentiality: In the course of your employment, you may have access to data or information that is sensitive, personal or otherwise not publicly available. You must be sure to take all necessary steps to protect confidential information. If you have questions about whether you can use or disclose agency information, please ask your supervisor. Agency policies that outline confidentiality requirements include: **HR-POL-018, Protecting Employees' Personal Information from Disclosure;** and **IT-PRO-008, Agency Social Media Site Guidelines.**

11. Recordkeeping: Records kept in the course of OPRHP work, including but not limited to time and attendance records and revenue reports, are con-

sidered official documents and must be maintained in an accurate manner. Intentionally forging or falsifying written records in any manner or knowingly providing incorrect or inaccurate information in official documents is prohibited and may subject you to criminal prosecution and/or internal administrative action.

12. Time and Attendance: You are required to comply with time and attendance policies such as: following call in procedures when you will be absent unexpectedly; obtaining advance supervisory approval for scheduled absences, schedule changes, and for working overtime; and providing medical documentation for absences related to illness or injury. You must accurately record hours worked and leave usage on your time sheet and must submit it to your supervisor for approval within the required time frame. The time record is an official document. Any attempt to falsify a time record is strictly prohibited and may subject you to criminal prosecution and/or internal administrative action.

13. Dress and Appearance: You are expected to wear appropriate clothing for your job and to wear a uniform when required. Uniforms are designed to present a professional appearance to the public and to identify you as an employee of the agency. The uniform should not be altered or worn in a manner that would reflect negatively on the agency. Always be careful to conduct yourself in a professional manner when in uniform as you will be seen as a representative of the agency, even if your shift has ended or you are on a break. Your uniform should not be worn when you are off duty except when traveling between work and home. If you do not have to wear a uniform for your position, you are still required to wear clothing that is clean, in good repair, and that presents a professional appearance to those who you come in contact with in the course of your work day.

14. Internal Controls: Internal controls are the activities, plans, policies, and systems that help an organization achieve its objectives and mission in the most efficient and effective manner. The single most important success factor in the Internal Control Program is a high level of individual awareness and understanding. Internal controls are everyone's responsibility; therefore, we are all responsible for knowing what internal controls exist and how to evaluate their effectiveness. Be sure to ask questions if you're not sure what to do and raise concerns if you see something you don't think is right. Early recognition of a problem can prevent something small from becoming big. If you have a concern, you should immediately report it to your supervisor for appropriate action. You can also report internal control related issues or problems to the Director of Internal Audit, the Internal Control Officer, or you can email the OPRHP Fraud Hotline at Report.Fraud@Parks.NY.gov. If you believe that the issue is criminal in nature, you can report it to the Park Police. Agency policies related to internal controls are found at: **GOV-PRO-014, Internal Control Program; IA-PCD-002, Fraud Reporting and Review; and IA-POL-001, Fraud Prevention Policy.**

Abiding by these standards will result in a safe, ethical, and professional workplace and a park system free from discrimination. Conversely, failure to abide by these standards has consequences which may include termination, civil fines and penalties, and even criminal prosecution.

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About the State Park System

For many New Yorkers, as well as for those who visit this great state, the impression of open spaces, beautiful scenery and the excitement inherent in the outdoors is often first experienced in one of New York's great State Parks. Longer than any other state, New York has been committed to the preservation and maintenance of our natural heritage and our historic treasures. Today, through the State Office of Parks, Recreation and Historic Preservation, our State Park system stands not only as the first of its kind, but as steward of these most treasured resources.

The diversity of New York's State Park system can be found in more than 180 parks, 35 state historic sites, 18 Heritage Areas, as well as in the administration of varied and complex grants programs, recreational and athletic events, interpretive programs and historic preservation initiatives.

The Office administers 11 State Park regions, each advised by a Commission, whose members are appointed by the Governor. Additionally, the Albany Office provides administrative and program services to the public and to the regions.

Payroll

You have been appointed temporarily to a seasonal position. The number of hours you work in a given pay period cannot be predicted in advance, so your payroll must be prepared after you have completed work. After your work period is recorded and verified, the information goes to the New York State Comptroller's Office in Albany where paychecks are processed.

You will receive your first check (for your first two weeks of work) approximately five weeks after you start. Thereafter, you will be paid every second week, and you will receive a paycheck after you finish work for the season. **To be paid on time, it is your responsibility to complete your time card on a daily basis and submit your time card correctly and promptly biweekly to your supervisor.**

The following personnel forms are required and must be completed by your first day of work so that you can receive your first paycheck:

- employment application
- withholding tax form
- working papers, if you are under the age of 18
- I-9, Employment Eligibility Verification

Failure to complete these forms may result in your not being scheduled to work. Incomplete, false or misleading responses may result in termination.

You may be eligible for Holiday Pay. Check your union contract for eligibility requirements.

When you receive your first paycheck, please look at the "stub" to find your hourly rate. If you have any questions concerning your rate of pay, contact your supervisor immediately. A sample paycheck stub follows on the next page with explanations. Additionally, the NYS Comptroller's Office encourages all New York State employees to participate in its direct deposit program. If you are interested in having your paycheck directly deposited in a bank or credit union, you should contact your supervisor.

Thomas DiNapoli New York State Comptroller		JOHN Q PUBLIC ①			② Total Gross Fed Taxable Gross Current 1,225.28 901.41 YTD 2,450.56 1,802.82	
Advice # 06041220 ③	Pay Start Date 12/14/2014 ④	Negotiating Unit 02		Net Pay 703.33 ⑥		
Advice Date 1/10/2015	Pay End Date 3/27/2015 ④	Retirement System ERS ⑤				
Department ID 02000 ⑦				Hourly Rate 8.50 ⑨		
EARNINGS ⑩		Current		YTD		
	Hrs/Days	Earnings	Hrs/Days	Earnings		
Regular Pay Salary Employee		1,179.25		2,404.50		
Location Pay			46.05	92.06		
				TAX DATA ⑪		
				Federal	State	
				NYC	Yonkers	
				Marital Status M	5	
				Allowances 0	0	
				Addtl. Amt.		
				TAXES ⑫		
				Current	YTD	
				Fed Withholding	74.92 149.84	
				Medicare	14.29 28.58	
				Social Security	61.11 122.22	
				NY Withholding	31.56 63.12	
BEFORE TAX DEDUCTIONS ⑬		Current		YTD		
Health Care Spending Account		8.33		16.66		
Deferred Comp		47.44		94.88		
Dependent Care		166.66		333.32		
Regular Before Tax Health		64.68		129.36		
ERS Retirement Before Tax		36.76		73.52		
NY Dependent Care Contribution				500.00		
				AFTER TAX DEDUCTIONS ⑭		
				Current	YTD	
				Civil Service Employees Assoc	15.20 30.40	
				United Way Clinton and Essex	1.00 2.00	

Every PaySR paycheck includes three parts:

- **Top Part-Stub**
- **Middle Part-Paycheck**
- **Bottom Part-Address Information**

PaySR paychecks are folded and sealed on three sides. Please follow the directions provided.

Fold, crease and tear along perforations. First remove the two side edges, then the top edge.

You will notice that the sample PaySR check is numbered. Listed below are numbers which coincide with the numbers on the sample PaySR check, giving you an explanation of each section:

- 1** Name
- 2** Year-to-Date Summaries
- 3** Paycheck Date and Paycheck Number

- 4 Beginning and ending date of pay period for which payment is made.
- 5 The negotiating unit you have been assigned, and your retirement system.
- 6 Salary after deductions
- 7 Code assigned to the agency
- 8 A code (unique identifier for each employee) used to identify an employee in PaySR.
- 9 Hourly Rate
- 10 **Earnings**-This section of the stub itemizes all types of earnings for the current pay period and year-to-date.
- 11 **Tax Data**-This section of the stub summarizes federal, state and local tax status data (i.e., single or married, number of exemptions, etc.), as identified by the employee.
- 12 **Taxes**-This section of the stub identifies tax withholdings for the current pay period and calendar year-to-date for each tax category (i.e., federal, state, local, social security, Medicare, etc.)
- 13 **Before Tax Deductions**-This section of the stub identifies deductions from pre-tax income for the current pay period and year-to-date.
- 14 **After Tax Deduction**-This section of the stub itemizes deductions from post-tax income (i.e., union dues, SEFA, etc.)

NOTE: Benefits may also be listed for which no employee contribution is made, such as non-contributory membership in ERS. In those cases, the benefit will be listed with no amount.

Please notify your Regional Business Office/Albany Personnel Office immediately if you find any information on your paycheck that is incorrect, or if you change your name or address.

Benefits

NYS Employees' Retirement System Membership

As an hourly employee, you have the option of joining the NYS Employees' Retirement System. Should you join, you will be required to contribute from your wages to that system and a deduction will be taken from your paychecks.

Social Security Coverage

All seasonal employees will have social security deductions taken from their paychecks.

Health Insurance Coverage

If your employment is for more than six months, you should contact your supervisor regarding eligibility for the health insurance benefit as prescribed by your contract. **You will have a limited amount of days to sign up for this benefit.**

Workers Compensation Coverage

All seasonal employees are covered by the NYS workers compensation statutory provisions. Benefits, including pay, generally do not begin for the first seven days following an “on the job” accident which results in your being absent from work.

Seasonal employees in positions represented by UUP and NYSCOPBA may be eligible for leave with pay for injuries sustained in the line of duty. Use of such leave is to be held to a minimum and, in no event, is it to exceed 3 days or 24 hours pay per year, whichever is less.

Other Benefits

There are various benefits to which you may be entitled as a seasonal employee. Among them are: the Employee Assistance Program, tuition assistance, several employee recognition programs and the Employee Suggestion Program. For more information about these or other benefits for which you may be entitled, ask your supervisor or contact your regional business office/Albany Office Personnel.

Employment Information

Duration of Employment

As a seasonal employee, we need you to help meet the high standards and expectations of service that our patrons deserve. You should understand, however, that your employment relationship with the Office of Parks, Recreation and Historic Preservation is temporary. It may be terminated at any time, either by you or by the agency, for any reason and without prior notice. The appointment letter that you receive provides approximate dates for your temporary employment which were based on operational needs. It should not be interpreted as an expressed or implied contract for continuing employment. The actual duration of your employment may vary from the dates indicated when you were hired. Factors such as the weather, attendance, and continued availability of funding can influence these estimates.

We will make every attempt to give you as much advance notice as possible if your employment will be terminated prior to any end date that may have been indicated when you were hired.

We also expect that you will give us the same consideration if you leave prior to the date that was discussed when you were hired. Leaving early, or giving short notice, may be considered as factors for future employment eligibility.

Union Representation

Your position is represented by one of four employee organizations: CSEA, PEF, NYSCOPBA, or UUP. Union dues or agency shop fees may be taken from your salary unless you elect not to pay dues. You may also be entitled to other benefits, and are urged to check your union contract for benefit qualifications.

If you have any questions, contact your supervisor or your local union representative.

Pre-Shift Briefing Pay

Employees in Park Ranger positions are eligible for pre-shift briefing pay if they are employed on a normal 35 to 40 hour work week schedule.

Orientation and Courtesy Training Program

Early in the season, you will attend an orientation training program designed to give you an overview of the Office of Parks, Recreation and Historic Preservation, detailed information on your worksite and the role you perform in serving the public. This training will show you how to use courtesy skills to make your job easier and to assure that the use of our facilities is pleasant for our patrons.

You should also familiarize yourself with available brochures about your park, region and the Office of Parks, Recreation and Historic Preservation (particularly the Guide to New York State Operated Parks, Historic Sites and their Programs). You will be surprised at the type of questions State Park visitors ask... and you will find real satisfaction in being able to help them.

Work Record and Rating

You will be assigned to work for a supervisor who will show you your duties and how you must do your job. Your supervisor will direct you, assess your daily performance and report on the quality of your work to his/her immediate supervisor. You will be rated at the end of the season on a permanent record which will be reviewed if you apply for re-employment.

Complaint Procedure

If you have a problem concerning working conditions or some other aspect of your job, discuss it with your supervisor. If you and your supervisor are unable to come to a satisfactory solution, you can pursue the matter in writing to the next level of supervision. You always have the right to consult with your union representative if you feel your complaint is justified. They will supply you with the necessary forms to file a formal grievance which must be submitted within contractual timeframes. Most problems, however, can and should be resolved informally with your supervisor.

Chain of Command

If you have any questions about your job or any other matters, please see:

- first-** your immediate supervisor
- next-** the Bureau Director, Park or Historic Site Manager
- then-** the Regional Business Office
(if you are a regional employee)
or
the Albany Personnel Office
(if you are an Albany Office employee)

Internal Controls

Internal controls are the procedures that you are given to perform your job. These procedures were designed to reduce risk and insure efficient and effective operation. Good supervision is an important part of the Internal Control system. Your supervisor will be watching closely to make sure that you are following proper procedures when you do your job. Managers, auditors, and other employees will also be conducting surprise tests to make sure that procedures are being followed. If you think you can improve the procedures for your job, please discuss your ideas with your supervisor. Following these procedures and improving them is the responsibility of every employee!

Affirmative Action and Equal Employment Opportunity

Affirmative Action refers to the positive steps that the Office of Parks, Recreation and Historic Preservation (OPRHP) has in place to ensure equal employment opportunity and equal access to our programs and services. OPRHP strives to have a workforce that represents the diversity of people who live in and visit New York State.

Like all employees, seasonal employees are protected under the State's Equal Employment Opportunity policy to ensure a work experience and environment that is free from restraint, intimidation, harassment, discrimination and retaliation. The positive steps in the Equal Employment Opportunity policy include policies and procedures to reflect city, state and federal laws against discrimination. The laws include the NYS Human Rights Law, Americans with Disabilities Act and the Civil Rights Act, to name a few. To ensure the benefits of employment and enjoyment of our parks and services, it is the responsibility of all employees to know about and obey these laws.

Under these laws, every applicant for employment, employee and patron must be treated with equality regardless of their race, color, national origin, age, sex, marital status, religion, creed, mental or physical disabilities, Vietnam Era Veteran status, prior criminal record, arrest record, sexual orientation, gender identity or other factors which discriminate against an employee or patron or favor one group of individuals or employees over another.

For health, safety and operational reasons only, some seasonal and permanent jobs such as lifeguards, equipment operators or instructors may have an age, certification, licensing or physical agility requirement. It is the policy of OPRHP to engage in Affirmative Action to identify and correct any barriers found in employment or in the provision of services which limit the opportunities of any person. This includes providing reasonable accommodations to individuals with disabilities for their employment, retention or access to agency services and programs.

Reasonable Accommodations

In keeping with state and federal law, OPRHP's policy is to provide reasonable accommodations for individuals with disabilities who can perform the essential functions of the job they are applying for or in which they are employed. This policy applies to all employment actions (i.e., recruitment, hiring, disciplinary actions, rate of pay, advancement, reclassification, relocation, promotion, demotion, and benefits), and is intended to prevent any exclusionary practice, policy or related consequence. If you require a reasonable accommodation, please contact the the Agency Designee for Reasonable Accommodation in the Albany Human Resources Office or complete a Reasonable Accommodation Request Form which can be found on the Agency Intranet.

Sexual Harassment

It is the policy of OPRHP to prohibit sexual harassment of or by its employees. Every employee, regardless of their title, workplace setting, or terms of employment, has the right to a workplace free of sexual harassment.

Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature when:

1. Submission to the conduct is either an explicit or implicit term or condition of employment, or
2. Submission to or rejection of the conduct is used as a basis for an employment decision affecting the person rejecting or submitting to the conduct; or
3. The conduct has the purpose or effect of unreasonably interfering with an affected person's work performance, or creating an intimidating, hostile, or offensive work environment.

Engaging in inappropriate conduct of a sexual nature that can adversely affect an employee's working conditions, even if not a violation of the law, may nevertheless violate this Policy.

Examples of behavior that may violate the OPRHP Sexual Harassment Prevention Policy include, but are not limited to:

- Inappropriate physical actions of a sexual nature such as cornering, leering, whistling, grabbing, brushing against the body, or other suggestive contact.
- Unwelcome sexual advances, requests for dates or propositions, or displays including sexually-oriented gestures, noises, remarks, jokes.
- Display of sexually explicit material or images whether electronic via computer or printed such as pictures, magazines, and calendars, etc.
- Comments about a person's sexuality or sexual experience. These include those made verbally, and/or via the Internet, e-mail, or texting.

- Preferential treatment, or promises of preferential treatment, to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention.
- Inappropriate comments or behavior of a sexual nature toward pregnant or breast-feeding mothers in the workplace.
- Intentionally making performance of the employee's job more difficult because of that employee's sex, gender identity, or sexual orientation.
- Retaliation for opposing or reporting sexual harassment in the workplace.

When an employee experiences sexual harassment, the employee should promptly report it using the discrimination complaint process outlined below. The employee may also report such conduct to a supervisor, managerial employee, or the Human Resources Office.

Complaint and Investigation Process

Employees and other individuals covered by this Policy who feel sexual harassment or illegal discrimination has occurred have certain rights under the law and various administrative and legal remedies available to them.

Any State employee who has been subject to any discrimination, bias, prejudice, harassment or retaliation based on any of the protected classes may file a discrimination complaint with the Governor’s Office of Employee Relations (GOER). All complaints of employment discrimination, including sexual harassment complaints, are now investigated by GOER’s Anti-Discrimination Investigations Division (ADID). The New York State Employee Discrimination Complaint Form (“Complaint Form”) is located at <https://goer.ny.gov> under the “Anti-Discrimination Investigations” heading. The Complaint Form is a web-based, fillable form, and after inserting the required information, employees can send the complaint directly to GOER.

All employees with supervisory responsibility are required to report any discrimination that they observe or otherwise know about. A supervisor who has received a report of workplace discrimination has a duty to report it to GOER, even if the individual who complained requests that it not be reported. Any discrimination or potential discrimination that is observed must be reported, even if no complaint has been made. Failure to comply with the duty to report may result in disciplinary and/or administrative action.

All discrimination complaints and investigations will be kept confidential to the extent possible. This confidentiality extends to the person alleging inappropriate behavior, the accused individual(s), and witnesses interviewed in the course of any investigation. Breaches of confidentiality may constitute retaliation, which is a separate and distinct category of discrimination.

Safety

The Office of Parks, Recreation and Historic Preservation is committed to a policy of providing a safe environment for its patrons and employees. This policy includes compliance with Federal and State laws, rules and regulations and also assures all employees of their fundamental right to know the health hazards which may result from working with toxic substances, excessive noise and other potentially harmful agents. It is also the intent of the safety program to create a safe visit for the public.

The responsibility for safety lies with each and every employee, regardless of title or position. The program is coordinated statewide by the Agency Safety Director in the Albany Office. Each region has a designated Safety Officer and Safety Team to assist managers and employees in fulfilling the Safety program requirements including reviewing accident reports, investigating complaints of unsafe practices, and inspecting facilities for action to correct unsafe conditions or practices.

As an employee of the Office of Parks, Recreation and Historic Preservation, it is your responsibility to comply with safety procedures, use appropriate protective equipment and footwear, safely maintain your work area, and immediately report unsafe working conditions or procedures to your supervisors or Regional Safety Officer.

Preventing Employee Accidents

The Office of Parks, Recreation and Historic Preservation has an excellent safety record. We need the help of all employees to continue that record. Here are some ways you can help prevent accidents:

- Understand the safe way to do your job. If you aren't sure, **ask**.
- Follow instructions
- Use appropriate personal protective equipment and gear when necessary and directed.
- Report all unsafe conditions, such as broken equipment, loose wiring, etc., to your supervisor.
- **Be careful!** Avoid unsafe acts such as lifting heavy loads improperly, handling tools carelessly, and engaging in practical jokes or horseplay while on the job.
- Keep your work station neat and clean.

Careful employees avoid accidents to themselves and to others. Should you have a work-related injury or illness, you must **first** report it to your supervisor. **Next, you must report it to NYS's Accident Reporting System. This is done by calling 1-888-800-0029. All injuries or accidents must be reported immediately.** Check your union contract to see if you are eligible for wages if you are unable to perform your duties as a result of a work-related injury. If so, you must verify your absence(s) with medical documentation. Also, you cannot return to work without medical clearance.

Preventing Workplace Violence and Domestic Violence

The Office of Parks, Recreation and Historic Preservation has established a policy, as required by statute, to promote the goal of a violence free workplace. A copy of the policy is available on the Agency's intranet and is posted in your facility. That policy states that our staff must be able to pursue their work-related responsibilities free from workplace violence. Workplace violence ("WPV") is generally defined as a physical assault or act of threatening or aggressive behavior occurring where a public employee performs a work-related duty. OPRHP's objective is to take steps to minimize the likelihood that a workplace violence incident will occur and, to the extent possible, mitigate the effects if it does occur.

All supervisors and employees are responsible for maintaining a safe and secure workplace, utilizing safe work practices, fostering mutual respect, and following all policies, procedures, and health and safety program requirements.

The Director of Park Police (for Park Police personnel) and the Director of Health and Safety (for Operations and non-Park Police administrative staff) are responsible for conducting a workplace violence program, including provisions for completing a workplace violence hazard assessment with annual reviews, development of prevention strategies as well as employee training. That program provides opportunities to authorized employee representatives to participate in operation of the program.

Any WPV incident that poses an immediate threat to you or to a visitor's safety should be reported directly to the NYS Park Police or other local law enforcement entity and then to your supervisor. If you have a concern about workplace violence, you should discuss it with your immediate supervisor, facility manager or a representative of the Health and Safety Committee. If you are unable

to report a WPV incident to your immediate supervisor, you may report non-emergency incidents to the Director of Health and Safety (for Operations: 518-474-9776 or Director of Park Police: 518-474-4029).

In addition to the Workplace Violence Prevention policy, OPRHP has also established a policy regarding Domestic Violence in the Workplace. A copy of the policy is available on the Agency's intranet and is posted in your facility. Domestic Violence is a serious issue that affects the lives and safety of its victims who come from all walks of life. OPRHP's policy assures that support and assistance will be provided to domestic violence victims. If you or a co-worker is a victim of domestic violence, you may seek the help of a support person who has been trained in how to provide referrals and assistance. You will find the names of support persons on posters which are available at numerous locations in your facility. Your supervisor can also give you the name and contact information about a support person.

Conduct

During your employment, you are required to follow the Code of Conduct (just before the Table of Contents) as well as the other rules and regulations in this handbook. You must also obey any revisions or additions to these workplace rules whether issued verbally or in writing.

Additional Information Regarding Job Requirements

Tour of Duty

1. Your work day and work week will be scheduled by your supervisor. You may be required to work different shifts so that the public is served during times of peak usage. You will be expected to work on weekends and holidays as scheduled. If there is an emergency which requires overtime (working in excess of 40 hours per week), you must have prior approval of the Park/Historic Site Manager. Conversely, there may also be periods when your supervisor will reduce your work schedule, cancel the remainder of your workday or advise you not to report to work as scheduled, depending upon operational needs.
2. You may be eligible to be paid for time worked on holidays provided you actually worked on the holidays. Check your union contract for details and eligibility requirements.
3. You must be at your work station, in appropriate dress, prepared to begin work at your scheduled start time.

4. If you are unable to report to work due to illness or other legitimate reason you must notify your supervisor prior to your scheduled start time. You should provide as much advance notice of your absence as possible to allow your supervisor time to secure a replacement employee to cover your shift if necessary. Poor attendance or tardiness may result in dismissal.
5. Break times will be staggered so that stations are properly covered at all times. Breaks are not an entitlement. Your supervisor can assign you to work through a break if operationally necessary. Comfort stations, First Aid areas and offices are not to be used for lounging. Breaks are to be taken in designated areas only.
6. You may not leave your assigned station without authorization from your supervisor.
7. You may not wash up or leave your work area before your prescribed quitting time.
8. No informal parties, social functions, or group meetings may be held during working hours.
9. Use of electronic devices (cell phone, wireless handheld, MP3 player, Ipod, etc.) is prohibited while you are on duty in order to ensure your safety and attention to your work. You may use them during your breaks or at meal times.
10. Employees who are on Park grounds while off duty are bound by the rules and regulations applicable to all other patrons.
11. State vehicles are to be used for State business only. No passengers of any sort are allowed in State vehicles except when necessary for conducting State business. Personal cars are to be parked in assigned parking areas only. Service drives are not to be used without permission. All

traffic regulations must be observed. Employees must maintain a valid driver's license appropriate for the class of vehicle they will be driving.

12. Non-job related use of Agency software and equipment, including but not limited to telephones, fax machines, computers, internet access, and copy machines is strictly prohibited.

Uniforms and Identification Cards

Your appearance plays a very important role in the image created of this agency. If you are issued a hat and a uniform (including shirts with agency logo) you must wear them appropriately at all times. It is also your responsibility to keep uniforms clean and in good condition. Employees who return damaged clothing or equipment at the end of the season will be charged for it.

While you are on duty breaks, your full uniform must be worn. Remember, you are still projecting an image which reflects on your facility and the agency.

An identification card may be issued to you. If an identification card is issued, it should be worn in a safe and correct manner while on duty. Your supervisor will advise you of how your identification card should be displayed. Identification cards must be returned at the end of your employment. If your identification card is lost, you should report it to your supervisor immediately. A new card will be issued but there may be a replacement fee.

Lost Property

As an employee of the State Office of Parks, Recreation and Historic Preservation, you cannot be deemed a legal finder of any article discovered within park/facility boundaries. It is a criminal misdemeanor to fail to turn in a lost article. You must process articles you find within the confines of the facility as follows:

1. Take items you find in the vicinity of your assigned post to your supervisor.
2. Turn in items you find while off duty to the park office or to your supervisor.

Vandalism

All cases of vandalism or damaged property must be reported to your supervisor immediately. Your Supervisor will make certain the proper action is taken.

Media Contact

If you are approached by the news media with questions, you must inform the inquirer, in a polite and tactful manner, that you are not authorized to reply. You should refer the inquirer to your supervisor by providing his/her name, title and telephone number. Offer no further comment and answer no further questions - no matter how persistently you are pursued.

Public Contact

If your job requires personal or telephone contact with the public, please note that:

- **Conversation with the public-** should be brief, helpful and courteous:
 - Smile** - it sets the tone for the transaction.
 - Be polite** - use “Yes Sir”, “No Ma’am”, etc.
 - Listen to what the person has to say.**
 - Be patient and compassionate.**
 - Respect cultural differences and special needs.**
 - Remember, you represent the agency.**
- **Telephone use** - when speaking to callers on the telephone, remember that this may be the only contact many people have with our agency. Treat callers in a friendly and businesslike manner. The way you respond on the phone becomes an important part of communicating the image of our agency. Also, remember telephones are provided for carrying out the agency’s business and not for personal calls. When you answer the phone, use a greeting like the examples below:
 - Good morning, New York State Parks**
 - Good afternoon, Taconic Region**
 - Good afternoon, Wildwood State Park**

More Telephone Tips . . .

- When visitors request information that you cannot supply, do everything possible to obtain the answer from your supervisor or other employees.
- When dealing with hostility, don't escalate the situation by frowning or yelling. Speak softly and calmly. Try to understand the person's feelings and attitudes. Acknowledge obvious problems and, if necessary, seek assistance.
- All complaints from patrons/visitors should be reported to your supervisor, including the following information: name and address, date and time of complaint, details of complaint, disposition, names and addresses of witnesses.
- Reports of lost patrons should be referred immediately to the park or historic site office.

Misuse of Facilities & Privileges

All employees are expected to maintain high standards of conduct while in a State park facility, historic site or office, whether on or off duty. Below are some examples of behavior which is prohibited and which can result in discharge and/or possible criminal action:

- insubordination - refusal or failure to follow supervisory instructions
- repeated tardiness or poor attendance
- repeated breaching of park rules
- discourteous behavior to patrons, supervisors or co-workers
- major violations of rules (for example: possession or consumption of alcoholic beverages or controlled substances on duty, attending an unauthorized party, gambling, bringing dangerous materials into the park, site or office)
- fighting
- participating in dangerous horseplay or violating safety rules
- failure to report an accident involving State vehicles or equipment
- stealing
- use of agency equipment/resources for personal reasons
- accepting a tip, gift, or bribe offered as a sign of appreciation for performance of your required duties.
- committing other illegal acts

Misuse of Facilities and Privileges

(continued)

- Soliciting merchandise from a park concessionaire on credit or without paying by any employee is prohibited.
- Entertaining friends during working hours or extending privileges to them is prohibited.
- Misuse of State vehicles and equipment.
- Non-job related use of Agency software and equipment, including but not limited to telephones, fax machines, computers, internet access, and copy machines is strictly prohibited.

Report Fraud, Waste & Abuse

Employees are required to report known or suspected theft, fraud or other similar irregularities. Employees may report concerns to their supervisor or to the Fraud Hotline via the methods noted below.

What Should You Report?

- theft
- conflicts of interest
- misuse of Agency equipment or vehicles
- embezzlement
- bribes or kickbacks
- abuse of work hours
- inappropriate use of Agency credit cards
- gross disregard of regulations, policies, controls

To Report Fraud, Please Contact:

EMAIL: Report.Fraud@parks.ny.gov

PHONE: (518) 474-0449

MAIL: Fraud Prevention Committee
Attn: Director of Internal Audit
625 Broadway
Albany, NY 12238

