SHAKOPEE
PARKS AND RECREATION

Next Review 10/1/2026

SHAKOPEE PARKS AND RECREATION

RISK MANAGEMENT PLAN

Approved By	Title	Date

I. Purpose

This Risk Management Plan outlines the City of Shakopee Parks and Recreation Department's strategy to maximize the safety and well-being of staff, residents, and visitors. This is accomplished by mitigating risks associated with public services, programs, and recreational facilities. The plan incorporates ongoing assessment, proactive strategies, and staff training to ensure public safety and operational continuity.

Risk management is the responsibility of all Shakopee Park and Recreation Employees. The Shakopee Park and Recreation Department will make reasonable efforts to ensure that all recreation parks, facilities and programs are safe, legally compliant, and properly maintained by following practices designed to safeguard employees and residents. The Shakopee Park and Recreation Department will adhere to this Risk Management Plan designed to minimize hazards that can result in personal injury, property damage, and financial loss and implement this by:

- Having one department staff member on the City Safety Committee;
- Working with the City Risk Manager in areas related to the department programs, parks and facilities;
- Evaluating and updating this Risk Management Plan biannually, or as needed;
- Providing staff with ongoing training programs that emphasize safety in the workplace;
- Maintaining a rigorous safety inspection program for parks, facilities and equipment; and
- Reviewing and distributing this plan to all Park and Recreation employees.

II. Scope

This plan applies to all recreation facilities, programs, events, and staff within the City of Shakopee Parks and Recreation Department. It is reviewed biennially and is accessible to all staff via the City's internal shared drive.

RECREATION FACILITY AND AREAS

- Shakopee Community Center
- Sandventure Aquatic Park
- Playgrounds*
- Fields*
- Pavilions and Picnic Areas*
- Skatepark
- Parks*
- Shakopee Ice Arena
- Specialty Facilities*

Areas marked with an Asterix (*) are shared responsibility with Shakopee Public Works. Parks and Recreation staff monitor these areas, but risk management and mitigation primarily fall under Public Works jurisdiction.

III. Safety Protocols

Shakopee Parks and Recreation Department establishes a safe environment for staff and patrons by following city-wide policies and procedures aimed at reducing workplace injuries, overall liability, and property damage. Elements of these protocols include:

City Safety Committee: The Safety Committee is comprised of employees from all departments with a main goal of improving safety throughout the organization and making management aware of any safety issues. The Safety Committee meets once per quarter. Among the committee's responsibilities:

- Review work comp injuries and offering solutions to prevent reoccurrence
- Develop and analyze written safety programs
- Receive and review any employee safety concerns
- Be a bridge to management on safety topics

Safety Manual: The purpose of this manual is to identify employee and agency responsibilities for safe working conditions, hazard identification and control, risk management, personal protective equipment, first aid, communication and training, data collection and inspection logs, and reporting guidelines. This manual was last reviewed on 09/30/2019.

Incident and Accident Reporting Process (external): All incidents and accidents that occur on City property or during City-sponsored programs must be reported promptly and accurately. Staff are required to complete an Incident/Accident Report Form as soon as possible following the event, ideally within the same work shift. Reports are submitted by part time staff electronically to the appropriate department supervisor for review, analysis, and follow-up. Supervisors will assess each situation and determine if additional action is needed.

First Report of Injury (internal): The First Report of Injury (FROI) is completed by the supervisor, whenever a work-related injury or illness occurs that requires medical attention or results in lost work time. The purpose of this report is to document the details of the incident and determine liability and entitlement to benefits. Supervisors must submit the completed form to the City's insurer within ten days of the incident. Copies are provided to the injured employee. The report includes key details such as employee information, date and description of injury, location, nature and cause of the incident, medical treatment received, and witness statements.

Supervisors Report of Injury (internal): The Supervisor's Report of Injury is completed by the employee's immediate supervisor to provide their professional assessment of the incident. This report documents the supervisor's perspective on how the injury occurred, contributing environmental or equipment factors, and any potential corrective actions to prevent future occurrences. It also includes the supervisor's evaluation of the incident's preventability and whether it appears to qualify for workers' compensation. The completed report is submitted to Human Resources along with the First

Report of Injury to ensure a comprehensive record of the event and to support the City's ongoing commitment to maintaining a safe and compliant workplace.

Department Standard Operating Procedures: The Parks and Recreation Department maintains Standard Operating Procedures (SOPs) outlined in the Parks and Recreation Procedure Handbook to mitigate risk to employees and promote safe work practices. These SOPs establish consistent protocols for daily operations, facility management, and program delivery to ensure staff adherence to standards and compliance with City and departmental policies. Staff review this handbook biennially to maintain relevance, support employee training, and reinforce the department's commitment to a safe and efficient work environment.

Parks and Recreation Safety Committee: The Parks and Recreation Safety Committee is composed of department staff who hold specialized safety certifications and possess expertise relevant to the unique facilities and operations within Parks and Recreation. Serving as an extension of the Citywide Safety Committee, this group focuses on developing, reviewing, and updating department-specific policies and procedures to effectively identify, manage, and mitigate risks. The committee's ongoing work ensures that all Parks and Recreation activities are conducted in a safe, compliant, and well-prepared environment.

IV: Risk Management Phases

A: IDENTIFICATION AND ASSESSMENT

This phase focuses on recognizing potential hazards and evaluating the likelihood and impact of those risks. Risk identification is conducted systematically across all services, facilities, and staffing roles.

1. Facility Risk Assessments: Staff conduct risk assessments monthly to identify physical hazards such as damaged surfaces, aging infrastructure, inadequate lighting, or gaps in security.
2. Program Risk Review: Ahead of the start of a program, staff evaluate the inherent risks in offerings such as youth sports, camps, ice skating, or aquatic programs, considering participant age, activity type, and supervision levels. Liability waivers are used where appropriate.
3. Incident and Accident Reports: Data of incidents and accidents is collected and reviewed over time to identify trends or repeat issues. Incident and Accident reports include date of incident, staff involvement, detailed description of incident, and person(s) involved. Supervisors do a categorical review of these reports to identify trends in workplace incidents, assess gaps in safety protocols, determine the effectiveness of EAPs, and identify areas of increased risk. Using these reports, department leadership can establish new or revamped protocols, training, or facility infrastructure to target problem areas.
4. Job Hazards: Each position is evaluated for hazards prior to an employee's hire and is included in the job description,
5. Outdoor Conditions: Weather patterns are evaluated in accordance with the *Weather Policy* to ensure staff and participants are not at risk of exposure to unsafe weather conditions.

Staff work to create an ongoing inventory of potential risks, which informs both mitigation strategies and resource allocation for facilities, programs, and recreational services.

B. RESPONSE STRATEGIES

Once risks are identified, the department applies a range of tools to reduce or transfer those risks.

Risk Avoidance – The department may choose not to offer or modify programs when risks outweigh benefits (e.g., high-risk equipment, understaffed events, or unsupervised programs).

Risk Reduction – Through training, facility maintenance, and program structure, many risks are minimized. City of Shakopee places a high emphasis on comprehensive staff training tailored to specific roles.

Position-Specific Training

- **Lifeguards:** Receive all-inclusive and ongoing in-water training including rescue techniques and emergency response to prepare for water-related injury or death. Lifeguards receive RedCross lifeguard certification to ensure the same standard of CPR, First Aid, and AED knowledge. In addition, staff routinely tested for physical fitness to ensure rescue capability requirements are met.
- **Recreation Assistants (Camp Counselors):** Recreation assistants in charge of childcare programs like camp are required to take Mandatory Reporter training to ensure all staff understand the signs of abuse. In addition, staff are trained in the appropriate way to interact with children, restroom policies, behavior mitigation, and supervision guidelines.
- **Guest Service Staff:** Receive targeted training to reduce safety risks and enhance preparedness in public-facing roles. Staff are trained in data privacy and confidentiality protocols to prevent misuse of sensitive information and reduce liability. Conflict resolution and de-escalation techniques are emphasized to safely manage confrontational situations at the front desk or during facility use.

Risk Transfer – Insurance and liability coverage shifts the financial risk of programs, events, facilities, and employee incidents to insurers or responsible parties in situations where hazards cannot be fully prevented.

Insurance Coverage:

The City of Shakopee protects its employees, assets, and operations through risk transfer strategies that include comprehensive insurance coverage provided by the League of Minnesota Cities Insurance Trust (LMCIT). This coverage includes:

- General liability protection for third-party claims
- Property insurance for City-owned buildings, equipment, and contents
- Automobile and fleet coverage for liability and physical damage
- Workers' compensation insurance for employee injuries sustained on the job
- Specialized coverage such as cyber liability, environmental exposure, and event liability

The Human Resources Director oversees compliance with insurance requirements, manages and files claims, and analyzes loss trends to identify areas for improvement.

City-wide Risk Management Policy:

The *City-wide Risk Management Policy* ensures that all City assets are properly insured and that the highest deductible amount considered prudent is maintained. This policy guides annual reviews of insurance coverage and claims activity to confirm that protection levels are sufficient as City operations expand or evolve. It also outlines expectations for departmental accountability in maintaining safe practices and reporting risks that could impact coverage or liability.

Insurance Requirements for Contractors, Licensees, and Facility Users:

All contractors, license holders, vendors, and facility users are required to carry appropriate liability insurance when engaging in work or activities involving City property. Proof of insurance must be submitted prior to contract approval or facility use, and the City of Shakopee must be named as an additional insured on all applicable policies. Minimum coverage limits are determined by the City and outlined in each agreement. These requirements ensure shared responsibility for risk and safeguard the City against potential liability arising from third-party activities.

Risk Retention – In low-risk or cost-effective scenarios, the department accepts some level of risk (*i.e. minor bumps or scrapes or weather-related rescheduling*) but still documents and reviews occurrences.

Response strategies are tailored to the activity or facility, with high-risk programs or services receiving more intensive control. High risk services include aquatic facilities, childcare programs, large community events, and ice operations.

Risk Mitigation Methods:

1. Aquatic Facilities

- Certified Lifeguards with ongoing in-service training (i.e. monthly rescue drills, CPR refreshers, and physical fitness)
- Daily water quality testing and logging
- Patron swim tests for slide access
- Clear zone assignments for lifeguards with mandatory rotation schedules
- Emergency Action Plan (EAP) drills conducted monthly
- Restricted access to mechanical rooms and chemical storage
- Signage outlining pool rules, depth changes, and diving policies

2. Ice Arena

- Zamboni Operator Certification requirements for staff
- Barrier and dasher board inspections prior to all events
- Ice surface monitoring for cracks, soft spots, or unsafe conditions

- Locker room supervision policies to prevent behavioral incidents
- Controlled access to refrigeration and ammonia systems

3. Childcare Programs

- Background checks for all staff age 18 or older
- State of Minnesota Mandated Reporter Training required for all staff
- Detailed behavior management protocols
- Participant-to-staff ratio requirements and ongoing enforcement
- Headcounts and check-in/out Systems for attendance
- Allergy and medication handling protocols with staff training
- Supervised bathroom break policies for younger participants

4. Large Community Events (1,000+ attendees)

- Pre-event site walkthrough with emergency services
- Crowd control barriers and traffic management plans
- Weather monitoring protocols with cancellation triggers
- Emergency evacuation training for staff and volunteers
- Option to provide on-site First Aid Station and/or EMS support

C. MANAGEMENT PLANNING

Documentation – All incident and accident reports, injury records, and other safety-related documentation shall be retained in accordance with the City's record retention schedule. Unless otherwise specified, records are maintained for YTD + 3 years, meaning they are kept for the remainder of the year in which they were created, plus three additional calendar years. After this period, records may be securely disposed of in accordance with City procedures.

Training – to maintain a baseline of staff capability and safety knowledge, the following trainings are required for all staff:

- OSHA: Annual employee safety training includes AWAIR/Employee Assistance Program (EAP), Bloodborne Pathogens, Employee Right to Know (ERTK), Ergonomics, and Fire extinguishers.
- CPR, First Aid, and AED Certification: All Parks and Recreation staff are required to take CPR, First Aid, and AED certification through American Red Cross. Certification courses are provided regularly throughout the year to provide ample opportunity for re/certification.

Accessibility – This Risk Management Plan is available to all staff via internal shared drive.

Review and Improvement – The plan is formally reviewed biennially by department Management Team, with changes approved by the Parks and Recreation Director. Changes to this plan are

communicated to full-time staff via email or in department meetings. Supervisors are responsible for sharing changes or additions with their direct part-time reports.