

## TOWN OF HAMDEN EMPLOYEE WARNING NOTICE

EMPLOYEE NAME: Nicole Johnson	<b>WARNING TYPE:</b> COUNSELING ___ VERBAL ___ WRITTEN <u>X</u> SUSPENSION ___
DEPARTMENT: Recreation	SUPERVISOR NAME: Karen Bivens

**VIOLATIONS:**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Anti-Nepotism<br><input type="checkbox"/> Attendance<br><input type="checkbox"/> Conduct<br><input type="checkbox"/> Conflict of Interest<br><input type="checkbox"/> Dress<br><input type="checkbox"/> Drug Free Workplace<br><input type="checkbox"/> Electronic Usage<br><input type="checkbox"/> Ethics Violation<br><input checked="" type="checkbox"/> Insubordination | <input type="checkbox"/> Personal Property<br><input type="checkbox"/> Privacy<br><input type="checkbox"/> Public Records<br><input type="checkbox"/> Refusal to Work Overtime<br><input checked="" type="checkbox"/> Safety<br><input type="checkbox"/> Sexual Harassment<br><input type="checkbox"/> Sick Time Abuse<br><input type="checkbox"/> Solicitations/Collections<br><input type="checkbox"/> Tardiness | <input type="checkbox"/> Telephone Usage<br><input type="checkbox"/> Town Property<br><input type="checkbox"/> Unauthorized Absence<br><input type="checkbox"/> Vehicle Use<br><input checked="" type="checkbox"/> Work Quality<br><input type="checkbox"/> Workplace Harassment<br><input type="checkbox"/> Workplace Relationships<br><input type="checkbox"/> Workplace Violence<br><input type="checkbox"/> Other _____ |
|---|--|---|

**WARNINGS PREVIOUSLY ISSUED:**

WARNING #	DATE	COUNSELING	VERBAL	WRITTEN
1				
2				
3				

**TOWN STATEMENT**

COMMENTS:	
Please see comments below.	
SIGNATURE:	
TITLE:	DATE:

**EMPLOYEE STATEMENT**

COMMENTS:	
SIGNATURE:	
TITLE:	DATE:

**FOLLOW UP ACTION TO BE TAKEN:**

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I have read this Warning Notice and understand it.

EMPLOYEE'S SIGNATURE: _____	DATE: _____
SUPERVISOR SIGNATURE:	DATE: <u>8.16.2024</u>

## **Additional notes/ comments:**

On 7.2.2024, an issue with water supply occurred at Shepherd Glen affecting Munchkins and Rascals Camps. At that time Recreation Supervisors were told to alert Dept Head during any emergent situations as they occur.

On 7.5.2024, Rec Supervisors sent Gold Dragon Camp on last minute field trip without any discussion with Dept Head and appropriate notice to families. Although Dept Head called to discuss prioritizing day's work, information was not offered or discussed. It would have been the decision of the Dept. Head not to move forward with such a drastic change in camp schedule. Parents did not have adequate time to prepare children with extra clothing, monies, or lunch, increasing anxiety for several campers, while inconveniencing camp parents.

On 7.16.2024, an incident occurred at camp between counselors involving fighting and lewd language, exposing campers to negative, unsafe behaviors. Dept Head was not immediately notified and only heard about the incident from a camp parent. Camp children were exposed to negative behavior which impacted their impression of counselors they look up to. Parents expressed concern regarding the safety and wellbeing of their children at camp.

On 7.17.2024, it was discovered that there were non-authorized regular visitors at the camp, which could have been monitored with regular visitors by Recreation Supervisors. At no time should children be involved with regular unauthorized visitors who are not vetted, for the safety of staff and children. It may impose a potential liability to the town.

On 7.17.2024, tickets for the day's field trip for Green Dragon, Gold Dragon, and Extreme Camps were dropped off by a camp counselor to a group leader from Green Dragon in a singular envelope with no instructions. Both Gold Dragon and Extreme Camp Directors were looking for the tickets for their camps, until they realized they were all in the same envelope after the Dept. Head's conversation with one of the Rec. Supervisors. Camp Directors, then, had to count out tickets during the busy drop-off period. Dept Head instructed Rec Supervisors to provide counted and separated tickets to camp directors in advance of next field trip and received communication that "Directors were all aware that the tickets were to be distributed among camps." It is a better use of time management, program preparation, and fiscal responsibility to make certain that field trip tickets are counted and distributed prior to field trip day, while not being a distraction during camp operations.

Several issues occurred with camp T-shirt ordering and inventory as well as dept staff shirts. Many campers had to wear shirts which were too big. This is the second year this occurred. Many camp staff were only provided with one uniform shirt. Rec Supervisors only ordered staff shirts for themselves and continue to wear shirts in colors that were not approved by Dept. Head. Other Recreation Staff were not provided with staff polos.

Failure to check in at pool and with camp staff; over \$600 of pool money left at pool uncollected, lack of blank timesheets led to pool staff not turning in timesheets on time and other payroll issues. Pool management course had been requested by Rec. Supervisor in February and approved by Dept. Head for the sake of training, however, course has not been attended.

Recreation Supervisors receive direction and supervision from the Director and must consult the Director regarding programs and policies.

## Nicole Johnson

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**Subject:** Customer Service Training  
**Location:** 3rd Floor Conference Rm

**Start:** Wed 9/4/2024 11:00 AM  
**End:** Wed 9/4/2024 12:30 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Karen Bivens  
**Required Attendees:** Nicole Johnson; Sallie Lowry; Salvatore McClain; Peter Laffin

The Human Resources Department has an initiative to offer customer service training to all employees to equip our employees with valuable customer service skills to serve our community effectively. HR will be facilitating the CCM Customer Service webinar in the GC 3<sup>rd</sup> floor conference room. We will close the recreation office for this training. Please be sure to attend. Contact me if you have any questions.

