



Bend Metro Park & Recreation District

July 21, 2020

Board of Directors

Agenda and Reports

www.bendparksandrec.org



play for life



Our Vision

To be a leader in building a community connected to nature, active lifestyles and one another.

Our Mission

To strengthen community vitality and foster healthy, enriched lifestyles by providing exceptional park and recreation services.

We Value

Excellence by striving to set the standard for quality programs, parks and services through leadership, vision, innovation and dedication to our work.

Environmental Sustainability by helping to protect, maintain and preserve our natural and developed resources.

Fiscal Accountability by responsibly and efficiently managing the financial health of the District today and for generations to come.

Inclusiveness by reducing physical, social and financial barriers to our programs, facilities and services.

Partnerships by fostering an atmosphere of cooperation, trust and resourcefulness with our patrons, coworkers and other organizations.

Customers by interacting with people in a responsive, considerate and efficient manner.

Safety by promoting a safe and healthy environment for all who work and play in our parks, facilities and programs.

Staff by honoring the diverse contributions of each employee and volunteer, and recognizing them as essential to accomplishing our mission.

play for life

District Office | Don Horton, Executive Director

799 SW Columbia St., Bend, Oregon 97702 | www.bendparksandrec.org | (541) 389-7275

BOARD AGENDA COMMUNICATION

AGENDA DATE: July 21, 2020

SUBJECT: Guest Speaker from Deschutes County Health Department

STAFF RESOURCE: Julie Brown

GUEST PRESENTERS: To Be Determined

PREVIOUS BOARD ACTION: N/A

ACTION PROPOSED: Update only

BACKGROUND

At the board meeting on July 7, the board expressed interest in getting an update from the Deschutes County Health Department. The board is interested in learning more about how the county works with agencies when a COVID-19 case has been identified and how agencies should respond with notifications to potentially exposed people and the community at large.

ATTACHMENT

None

BOARD AGENDA COMMUNICATION

AGENDA DATE: July 21, 2020

SUBJECT: Update on COVID-19 Communication Plan

STAFF RESOURCE: Julie Brown and Matt Mercer

PREVIOUS BOARD ACTION: N/A

ACTION PROPOSED: Update only

BACKGROUND

The district has a Public Information Policy that guides the dissemination of information to the public and establishes roles and processes for district employees. The policy addresses information requested and information the district wants to communicate proactively, including situations that require coordination with other public agencies. In the current pandemic, district staff are coordinating with Deschutes County Health Department on communication procedures related to confirmed or presumptive cases of COVID-19, and communicating in accordance with public health guidance.

This work session presentation will focus on communications objectives, role for the district and partners, and when some or all communications channels, including patron notifications, employee notifications, general public notifications, etc. are used.

ATTACHMENT

Public Information Policy



A handwritten signature in black ink, appearing to read "Don Horton", is written over a horizontal line.

Don Horton, Executive
Director

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Public Information Policy

Policy Statement

Bend Park and Recreation District believes that public trust and respect are earned through the actions and decisions made by the organization. To that end, the pursuit of effective communication methods is critical to an informed citizenry. The district is committed to dissemination of timely and accurate information to the public and media.

Employees are expected to make every attempt to respond promptly and accurately to all media inquiries, treating members of the media with professional and ethical behavior.

- Only the executive director, deputy executive director, department directors, communication and community relations manager and marketing manager has the authorization to initiate contact or to direct others to initiate contact with the media on behalf of the district.
- The executive director, or designee, is the official spokesperson of the district. The designee may change depending upon the topic.
- Senior management staff may designate employees as subject experts. These experts may serve as a media spokesperson related to a specific topic. When in doubt on who should address media inquiries or represent a topic in a news release, see the communication and community relations manager.
- All inquiries from the media are to be reported to the Community Relations department.
- When the media makes an inquiry regarding topics on board agendas prior to board action or discussion, staff may comment on what is in the board packet but may not speculate as to board action or direction. In most cases it is best to encourage the media to attend the board meeting where their topic of interest is to be discussed.
- Referring a reporter/media to the Community Relations department or department director is encouraged to determine the best person to provide information and/or interviews.

Reviewer: Mgr. of Communications
Last Review Date: November 22, 2019
Next Review Date: November 2024
Review Schedule: 5 years

- When an employee who is not a designated spokesperson on a project or topic is contacted by the media, he/she may speak to readily available, factual information such as public meeting dates, rules and regulations, and contact information. If an employee is uncertain, they should contact the Community Relations department or department director for advice and support.
- Staff will avoid answering questions outside their immediate scope and avoid speculation and assumptions.
- Errors in reporting should be brought to the attention of the communication and community relations manager to determine if a correction or clarification will be requested.
- The board chair serves as the spokesperson for the board of directors, unless the board chair designate a spokesperson on behalf of the board.

Community Relations as a resource

General media inquiries should be referred to the Community Relations department unless otherwise advised. The Community Relations department serves as a resource to employees and the news media in the following ways:

As a resource to employees, the Community Relations department:

- Coordinates the release of information as directed by the executive director.
- Serves as a district spokesperson.
- Assists or leads communications in crisis or emergency situations.
- Understands media interests to help foster effective communications.
- Represent district stories to news media.
- Assesses issues to define key messages.
- Understands legalities regarding disbursement of public information and photography.
- Prepares and distributes news media releases.
- Arranges for and facilitates news conferences.

As a resource to news media the Community Relations department:

- Connects journalists to sources and information.
- Is available for on-call responses to news media.
- Offers story ideas.
- Advises media on district process for open records requests.
- Informs journalists about important newsworthy events, discussions and decisions.

Public Records Requests

Certain records are exempt from public disclosure pursuant to ORS 192.338, ORS 192.345 and ORS 192.355. Examples of exempt public records may include employee and volunteer addresses, electronic addresses, social security numbers, dates of birth, and telephone

numbers contained in personal records. Such information may be released only upon the written request of an employee or volunteer, or as otherwise provided by law.

Requests for public records (also known as open records) require a formal request process as described in the Public Records Request Policy. Access to the policy and Public Records Request forms may be found on the district website or by contacting the executive assistant to the executive director. All open records requests are to be forwarded to the executive assistant to the executive director for process and follow up. The executive assistant may have the request reviewed by legal counsel to determine if the record is privileged information. If the information is determined to be privileged, the decision to release that information is to be made by the executive director. Employees should refer to the public records request policy for more information on the open records request process.

News releases

All news releases will be distributed to media by the Community Relations department. Releases may be drafted by other personnel or in cooperation with Community Relations staff. Releases will be distributed for topics of media interest. Releases should be distributed a minimum of one week prior to an event, program registration deadline or activity when possible.

Social media

The district maintains Facebook, Twitter, Instagram and YouTube accounts that contribute to public and media relations efforts. Only designated employees are contributors to these accounts. Employees should refer to the Social Media Policy and Acceptable Use of Information Technology Policy located in the BPRD Employee and Procedural Manual.

Website

The district maintains a comprehensive website with information for the public. The communication channel provides information about parks, trails, recreation programs, district projects, district history, job and volunteer opportunities, the board of directors and more. The website is a primary location for up-to-date information, including any operational changes per the Closure and Emergency Cancellation Policy.

Training

The district is committed to helping employees work comfortably with the media. Training in media relations and district protocols is offered every other year and by request. Informal media training and resources on district protocols and support is provided through meetings with new management-level employees.

Cooperation with other agencies

The district will coordinate and participate with other government agencies on media-related topics as needed. Examples include the need for communications personnel during a crisis such as a large area fire or in communicating information on cooperative projects.

Crisis communications

Specific protocols for facility-based crisis communications are found with facility-specific emergency plans. Protocols on speaking with the media are consistent with this policy.

Resources

Public Records Request Policy

Public Records Request Form

Acceptable Use of Information Technology Policy

Social Media Policy

Closure and Emergency Cancellation Policy



Board of Directors

July 7, 2020

District Office Building | 799 SW Columbia | Bend, Oregon

AGENDA



4:30 p.m. EXECUTIVE SESSION

The board met pursuant to ORS 192.660(2)(i) for the purpose of reviewing and evaluating the performance of an officer, employee, or staff member. This session was closed to all members of the public except for representatives of the news media.

To support Governor Brown’s recommendation for social distancing, the Board of Directors will conduct the regular board meeting by live video.

View the board meeting live stream via [Bend Park and Recreation Facebook page](#).

BOARD PRESENT

- Ted Schoenborn, Chair
- Ariel Méndez
- Jason Kropf
- Deb Schoen

BOARD ABSENT

- Nathan Hovekamp, Vice Chair

STAFF PRESENT

- Don Horton, Executive Director
- Michelle Healy, Deputy Executive Director
- Julie Brown, Manager of Communications and Community Relations
- Matt Mercer, Director of Recreation
- Lindsey Lombard, Administrative Services Director
- Sarah Bodo, Park Planner
- Sheila Reed, Executive Assistant

5:30 p.m. CONVENE MEETING

VISITORS

None

WORK SESSION

1. Update on Parks and Opening Facilities – *Michelle Healy and Matt Mercer*

Ms. Healy began by saying that not much has changed in the guidelines from the Oregon Health Authority since the last meeting. The sand volleyball courts are finished, open to the public and getting a lot of use. Basketball courts remain closed, she said it has been a challenge to keep people from playing on them and staff has taken down the basketball nets to discourage play. The river concessions are open at Riverbend Park. Staff has observed a lot of river users and it does not appear

much different from years past except that people appear to be trying to distance. Ms. Healy said she will get the number of floaters from the counters and compare to last year around 4th of July. Staff is seeing a lot of garbage in the parks including popped tubes. Custodial staff has fewer people this year and it takes more time to clean up. Stewards reported that the July fourth was calmer this year compared to past years, but there were still many fireworks that had to be picked up in parks. Signs in parks for COVID-19 have been updated. Signs still continue to disappear and many have been replaced. Recruitment for custodial staff is still underway and payrates have been adjusted to create more interest.

Ms. Healy spoke about the near drowning on Sunday afternoon near the Bill Healy Bridge that was reported on the news. The struggling man was pulled up by good Samaritans and is recovering at the hospital, but she did not know the details of his condition. She said the river can be deceiving, it seems calm and shallow, but is still a wild river. She said this is a reminder to continue to communicate river safety to the public. Tumalo Creek, the district river vendor, loans out free lifejackets, she added that this is an important service.

The board asked about how staff can raise awareness about river safety, cautioning people that it is possible to drown in shallow water and promote the use of life jackets.

Ms. Healy responded that there is a channel in the middle of the river where the water is deeper and colder with a current that people may not realize. She said that this channel can create risks for even strong swimmers. Executive Director Horton added that the district spends about \$30,000 annually on river safety communications. He said the Sheriff's department also spends money and time on the same type of communications every year. He suggested that Julie Brown, Manager of Communication and Community Relations, present to the board on the subject. He said that it is difficult to pinpoint all the necessary information because every tragic event on the river has been different. Ms. Healy suggested that the district could also consider river safety information in Spanish to accommodate the changing community.

Mr. Mercer agreed that the guidelines have not changed much in the past couple of weeks with the exception of face coverings. He said the pools at Juniper are now open, lap swim, water exercise and some swim club activities have begun and has gone really well. He attributes the successes to having a well thought out management plan. Social distancing has been well maintained, patrons are respectful and happy for the opportunity to swim. Mr. Mercer said the numbers have been very strong with about 1200 lap swimmers a week compared to just under 1300 lap swimmers at the same time last year. Staff is able to coordinate people because of the registration process. He said reservations are 95-100 percent full with the 40 min timeslots. Water exercise classes have also done very well with limitations to class size in order to maintain distancing; these classes are averaging 350-400 water exercise people weekly. Limited family swim has been announced, registration opened today and phones were busy. In the first couple of hours 300 people had registered. The outdoor activity pool is the most popular. The plan for families is a little more challenging and will rely on cooperation from the families using the pool; a staff member will be on hand to monitor distancing. Patrons can register up to a week in advance and up to 15 minutes prior and if space permits, staff can accommodate some limited drop in space. Mr. Mercer announced that the fitness center can now be used before or after a class or swim time, allowing for multiple activities on the purchased pass. Camp programs started week 4 and are operating close to the offered limited capacity.

Mr. Mercer said employees are following the Governor's guideline with masks. All public facing roles are wearing face coverings. Patrons are asked to wear masks, but can take them off to exercise. Staff is starting to look at fall realizing there are many unknowns. A fall playbook will not be printed, but will have an online playbook. He added that the decision has been made to delay fall registration by two weeks to buy some additional time to better understand what schools and facilities are going to look like when schools reopen.

Executive Director Horton responded to a comment about the camp counselor that tested positive with COVID-19. He added that the district has been working with Deschutes County Health Department and they did an assessment and asked all seven children involved in the camp to self-quarantine. Since then, the district has been unofficially notified that one child in the program has tested positive. The county advised no further response since all are of the campers are already quarantined and there is no reason to do anything different. He added that the district staff member did not have enough close contacts with other staff to take further action for other staff members. Mr. Mercer is drafting a letter to all parents about the protocols if someone tests positive now that staff has more experience. Staff is meeting or exceeding guidelines and will continue to make minor changes. Currently the practice is to notify public health first of a confirmed diagnosis and rely on their guidance. The district will contact people that have had direct contact with an infected person and the health department will follow up with them as well. This fills the gap until the county can make contact.

The board asked about the responsibility of informing the public. Executive Director Horton said if there is a public health concern, staff will follow the lead of the public health department. Staff have been working to learn the information that can be released due to HIPAA requirements and will contact anyone that the public health dictates.

Mr. Mercer said the county does not see any need to broadcast to public illness except to exposed people. He said this protects the privacy of those infected. The concern about broadcasting information is that it could create undue fear and risk for people. The board requested a consistent approach to notifying people of exposure and would like an update at the next board meeting and would like to hear a refinement of what can be shared that protects the privacy.

2. Discussion on Diversity, Equity and Inclusion – *Michelle Healy and Sarah Bodo*

Ms. Healy said that she was bringing this update to the board in response to a request at the last board meeting. She said last year the district committed time and resources to creating and adopting a new strategic plan. One of the action plans from the strategic plan is to create a diversity, equity and inclusion (DEI) program that develops a value statement, policies and training opportunities.

Some of the goals of the plan include:

- Improvements and changes to Human Resources recruitment and hiring practices.
- Expanding the work that is already being done with community outreach. Strategies that may include multiple languages with signage.
- Broader staff and board trainings on DEI.
- Inviting more diversity to the board in an elected capacity.

- Expanding needs-based assistance outreach and adding more opportunities especially in recreation programs.
- Hire a consultant to guide the district through the process.

Ms. Healy said that she would like the consultant to also help with getting this process started and help navigate engaging staff when so many people are working remotely. Overall staff has shown a lot of interest in participation, but the district is short staffed in many areas and recognizes the need to take time to make staff a part of the process and avoid mis-steps along the way. Sarah Bodo, park planner, will be the project lead and will update the board as the project gets going.

The board suggested the possibility of having a board member as part of the committee for the project. The board also suggested that if mistakes are made along the way, that it will be important to learn from them and keep trying.

Executive Director Horton said that he and Director Schoenborn attended the first shared governance meeting last week. This meeting included several local government agencies. The group discussed topics that they would like to work on for the community and DEI is one of the topics that all agencies agreed upon. The next meeting will be later this month and Allyship will be a part of the meeting.

The board expressed interest in being kept up to date on the goals and how they will be measured. The board would like to see that inclusiveness is addressed and prioritized so that everyone in the community has access to facilities and programs and feels welcome. It was also recommended that the value statement be reworked to reflect the district's goals of inclusiveness.

Ms. Healy said the timing is right and there is a lot of momentum for this topic and many are excited to get started on it.

CONSENT AGENDA

1. Minutes – 06/02/2020

Director Méndez made a motion to approve the consent agenda. Director Schoen seconded. The motion passed unanimously, 4-0.

BUSINESS SESSION

1. Elect Board Chair and Vice-Chair

Director Méndez nominated Nathan Hovekamp to serve as chair of the Bend Park & Recreation District Board of Directors for Fiscal Year 2020-2021. Director Schoen seconded. The motion passed unanimously, 4-0.

Director Schoen nominated Ariel Méndez to serve as vice chair of the Bend Park & Recreation District Board of Directors for Fiscal Year 2020-2021. Director Kropf seconded. The motion passed unanimously, 4-0.

2. Approve Board meeting dates and time

Director Schoen moved to conduct the Bend Park and Recreation District Board of Directors public meetings on the first and third Tuesdays beginning a 5:30 pm with a work session and a business session beginning at 7:00 pm. Director Méndez seconded. The motion passed unanimously, 4-0.

3. Appoint Board Secretary

Director Kropf moved to appoint Don Horton, executive director, to serve as executive secretary of the Bend Park and Recreation District Board of Directors for fiscal year 2020-21. Director Méndez seconded. The motion passed unanimously, 4-0.

4. Appoint Legislative Liaison

Director Schoen moved to appoint Ted Schoenborn, to serve as legislative liaison for the Bend Park and Recreation Board of Directors for fiscal year 2020-21. Director Méndez seconded. The motion passed unanimously, 4-0.

5. Approve Executive Director's Review

Director Schoen moved to accept the evaluation conducted for the Executive Director for evaluation period of June 21, 2019 through June 20, 2020 and to adopt Amendment No. 6 to the Executive Director Employment Agreement. Director Méndez seconded. The motion passed unanimously, 4-0.

EXECUTIVE DIRECTOR'S REPORT

- Executive Director Horton shared more details of the shared governance meeting that happened last week. He reiterated that DEI is one of the highest priorities of the attending agencies and shared the other topics of interest as well. These topics are: homelessness, legislative priorities, climate change, reaching underserved populations, antigovernmental sentiments in the community and active transportation issues. These will be narrowed to the most important topics of the agencies. Next meeting is June 22 and the group will meet once a month. Executive Director Horton said he would like to see list narrowed to: DEI, climate change, underserved populations and transportation.
- The schedule allows the board to cancel an upcoming board meeting. The board discussed and decided that they would like to meet for the next board meeting July 21. The board also requested that a representative from the county health department attend a meeting and provide additional guidance to the board.

PROJECT REPORT

BOARD MEETINGS CALENDAR REVIEW

GOOD OF THE ORDER

- Director Méndez mentioned the Drake Park project and the state historic preservation office drawing some attention to the riverbank walls as a historical designation. Executive Director Horton said that this is a new issue and there is a process the district must now go through. He said there are other agencies that have conflicting opinions about the walls. Staff is working with the involved parties and may be able to resolve historical issues with

interpretive signage. Executive Director Horton added that there is more work to be done over the next few months on the trail project. The district has all the necessary easements except for one. The last easement is with Mirror Pond Solutions and will be held up until the district decides what to do with the dredge. He said there will be some recommendations brought to the board in August.

- Director Kropf asked about guidelines for staff to protect against COVID-19. Executive Director Horton said staff is working to further refine the guidelines for staff. He added the biggest problem is so many people that have the virus are asymptomatic.
- Director Schoenborn thanked the board for the honor to serve as chair, he said it has been an enjoyable experience.

ADJOURN: 7:18 pm



Prepared by,
Sheila Reed
Executive Assistant

Ted Schoenborn, Chair

Nathan Hovekamp, Vice-Chair

Jason Kropf

Ariel Méndez

Deb Schoen

Board Calendar 2020-2021

August 4 – Canceled

August 18

Work Session

Park Services Report

Business Session

- ◆ COID Bridge at 15th Contract Award – *Brian Hudspeth (10 min)*
- ◆ Petrosa Agreement Approval (Park Search Area) – *Sarah Bodo (30 min)*
- ◆ GMP for JSFC Pool Tank Renovation – *Bronwen Mastro (10 minutes)*

September 1

Work Session

Recreation Report

Business Session

- ◆ SDC's and Affordable Housing

September 15

*Ask for 2 board members to volunteer for policy committee

Work Session

Park Services Report

Business Session

- ◆ Contract Award for Hollygrape ADA – *Jason Powell (10 minutes)*

October 6

Work Session

Recreation Report

Business Session

October 20

Work Session

Park Services Report

Business Session

November 3

Work Session

Recreation Report

Business Session

November 17

Work Session

Park Services Report

Consent Agenda

- ◆ Codify Policies

Business Session

December 1

Work Session

Recreation Report

Business Session

December 15

Work Session

Park Services Report

Business Session

- ◆ Alpenglow Park Contract Award - *Ian Isaacson (10 minutes)*

IGA with the City for Planning – *Michelle Healy and Don Horton (45 min)*

Recreation Programming Plan – *Matt Mercer and Michael Egging*

Transportation Discussion with CTAC– *Eric King and Susanna Julber (45 min)*

IGA with the City for Mirror Pond Silt Removal – *Don Horton (30 min)*

Annexation – Smallwood Property – *Sarah Bodo (10 min)*

Refund Policy – *Matt Mercer*

Award construction contract for Big Sky Park – *Brian Hudspeth (15 min)*

MOU for Fish Passage – *Don Horton (30 min)*

Recreation Report: Next Steps Program – *Monica McClain-Smith and Carolyn Creedican (15 min)*

Park Services Hard Surface Program – *Jason M and Alan Adams (15 min)*

Centennial Celebrations – *Julie Brown (20 min)*

Agreement for Riverbend South project with UDWC – *Ian Isaacson (20 min)*

Park Services Report: Fleet and Equipment Program – *Roy Radcliff (15 min)*

Park Services Report: Prescribed Fire – *Jeff Amaral (30 min)*

Park Services Report: Hardsurface Program – *Alan Adams and Jason Monaghan (15 min)*

Approve Credit Card Processor Contract – *Justin/Jut/Betsy*