



THE RIBBON

AT GLASS CITY METROPARK

SUPPORTED BY THE HYLANT FAMILY FOUNDATION

TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter your role today, if you apply your leadership with a focus on getting better each and every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve.

Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understand that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each Team Member's time be filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made one person at a time by building dynamic relationships with guests and fellow Team Members. You will learn quickly that we hold high expectations for our Team Members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position.

Sincerely,

Kenyatta Battle

General Manager– The Ribbon at Glass City Metropark

HISTORY

Although Metroparks began in the most trying of times, in some ways the timing couldn't have been better. Much of the labor was a provision of the "New Deal," specifically from the Works Progress Administration (WPA) and Civilian Conservation Corps (CCC). In the early years, thousands of people were put to work building Metroparks at a point in history when Toledo was devastated by the Great Depression. For perspective, in 1930 the Merchants and Manufacturers Association estimated that there were as many as 18,000 Toledoans out of work. In the depths of the depression, Toledo industry suffered an unemployment rate of almost 80%.

The 1930s and The Great Depression were particularly difficult for Toledo and the region, but in hindsight, the work undertaken to build Metroparks helped save a city. The fruits of that era and of that heroic effort to create Metroparks have contributed to Lucas County's health and prosperity for generations, and will continue to do so.

VENUE OFFERINGS

The Ribbon, supported by the Hylant Family Foundation, is a 1,000 foot loop trail featuring rolling hills and soft curves for a uniquely Metroparks winter ice skating experience. The Ribbon is connected to a 5,000 square foot skating pond that offers a traditional ice rink experience for beginners and a series of special events and programs.

Ice skating is available throughout the cold weather season from mid-November through early-March. Admissions and skate rental will be available at the Market Hall building located next to the skating trail.

In warm weather, The Ribbon transforms into a multi-purpose trail that is free to use for roller skating, roller blading, kick scooters and balance bikes. Equipment rentals will be available inside the Market Hall building.

MISSION & VISION

To improve the health and economic vitality of the communities we serve.

Vision

Metroparks Toledo will be, in its culture and public engagements, the beacon for conservation of natural resources; strengthening of community; and the activation and promotion of spaces that enhance physical and mental health. The communal pursuit of these aspirations will elevate our region and transform its identity.

Mission

The mission of Metroparks Toledo is to conserve the region's natural resources by creating, developing, improving, protecting, and promoting clean, safe, and natural parks and open spaces for the benefit, enjoyment, education, and general welfare of the public.

WORK ENVIRONMENT

PARKING

Employees should park next to Market Hall or the Ice Rink Support Building.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where notices may be posted, including state and federal mandatory notices, and important communications from management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permission of a Human Resources Representative or General Manager. The bulletin boards are located in the Skate Rental area by skate return. You are expected to check it regularly.

BREAKROOMS/LOCKERS

We request that you leave all personal belongings locked in your car or at home. The Company and The Ribbon at Glass City Metropark assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Breaks should be taken in the back of the skate rental room or in the public seating area and not in the way of any other staff.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe “off-limits” rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Personal Offices
- Electrical and Maintenance Rooms
- Cash Counting Room

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with Manager approval, Team Members may use available paid time off, if applicable. Team Members will be notified by leadership if the facility will be closed due to an emergency.

LOST AND FOUND

Lost and Found is located behind the front counter in a box. Each week this box is emptied.

TEAM MEMBER INFORMATION

TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of The Ribbon at Glass City Metropark and a more enjoyable work experience for everyone.

WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule changes.

When necessary, managers will advise Team Members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers. You will be required to break in/out for breaks shorter than 15 minutes, but it does not deduct from your pay.

Changing shifts with other Team Members is generally permitted if you trade shifts with another qualified Team Member from your department. All shift changes must be requested through Paylocity and approved by your direct department supervisor and/or General Manager. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

To request time off you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered in Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

TIME CLOCK

Hourly Team Members will clock-in/out using their Paylocity mobile app.

HOLIDAY SCHEDULE

The Company will observe the following ten (10) paid holidays for full-time exempt Team Members. Note- If the holiday falls on a weekend day, the Company will recognize the holiday on the Friday before, unless otherwise communicated.

New Year's Day	Thanksgiving Day
Friday Before Easter	Day After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year's Eve

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out for breaks longer than 20 minutes.

Minors working more than five consecutive hours receive a 30-minute uninterrupted, unpaid meal break.

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of The Ribbon at Glass City Metropark. When representing The Ribbon at Glass City Metropark (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

DISCOUNT PROGRAM

Employees are able to skate during any open session at no cost.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Vice President of Venue Management or a Senior Leader in the Company's Support Center. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

School-Age Minors (under 18 and enrolled in school): Work permits are issued by the school principal or superintendent.

Out-of-School Minors (under 18 and not enrolled in school): Certificates are issued by the Ohio Department of Commerce, Division of Industrial Compliance, or a designated local labor office.

Ages 14-15 years old:

During School

- 3 hrs a day, 18 hrs a week

No School

- 8 hrs a day, 40 hrs a week

Ages 16-17 years old:

During School

- 4 hrs a day, 28 hrs a week

No School

- 8 hrs a day, 48 hrs a week

FINAL PAY

In accordance with Ohio Revised Code 4113.15, Team Members who separate from employment—whether voluntarily or involuntarily—will receive all wages earned through their final day of work on the next regularly scheduled payday or within the time required by law. Final wages include all hours worked, any overtime earned, and other compensation that is due and determinable at the time of separation.

Ohio law does not require companies to pay out unused vacation, PTO, or other paid leave at separation. Payout of unused leave will be made only if required under the Company's written policy or an applicable employment agreement. If Company policy provides for forfeiture of unused PTO upon separation, the Team Member will not receive a payout. All PTO payments, when applicable, will be included in the Team Member's final paycheck.

STATE LAWS

CIVIC DUTY LAWS

SFC supports team members fulfilling civic responsibilities. Team members are entitled to time off to vote if they cannot do so outside of working hours. Team members called for jury duty or active military service will be granted leave in accordance with Ohio law. While jury and military leave are generally unpaid, SFC will not retaliate or take adverse action against team members for performing these civic duties. Team members must provide notice to their supervisor as soon as possible.

CRIME VICTIM AND WITNESS LEAVE

The Ribbon at Glass City realizes that, on occasion, you may have an obligation to participate in criminal legal proceedings either as a witness or because you, or a close family member, was victimized by a criminal act. The Ribbon at Glass City provides unpaid leave to attend those proceedings under circumstances described below.

If you are required to attend a criminal proceeding, including a grand jury or juvenile proceeding, either as a witness or as a crime victim (or a close family member or representative of a crime victim), inform your manager as soon as possible to make arrangements for a leave of absence. This includes instances when you have been requested by the prosecutor to participate in the preparation of the criminal case against the suspect.

The Ribbon at Glass City may require you to provide proof of your need to attend the proceedings to the extent authorized by law.

Leave under this policy will be unpaid unless otherwise required by applicable law. You may opt to use available PTO/vacation in place of unpaid leave.

Any information related to your leave will be kept confidential by The Ribbon at Glass City to the extent possible.

This policy does not apply to Team Members seeking leave because they have committed, or are alleged to have committed, an offense against the The Ribbon at Glass City or an offense involving them during the course of their employment.

The Ribbon at Glass City will not retaliate against Team Members who request or take leave in accordance with this policy.

ELECTION OFFICIAL LEAVE

The Ribbon at Glass City will provide Team Members who are precinct election officials with unpaid leave for registration and/or Election Day to perform the duties of their position.

Provide as much notice as possible of your need for leave.

The Ribbon at Glass City will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

ELECTRONIC NOTICE POSTING

Ohio companies will be allowed to post certain employee notices on the internet instead of physically in the workplace.

Specifically, companies will be allowed to post the following state law notices on the internet, but only if they are accessible to all team members:

- Summaries of minimum wage and overtime law and rules
- Summaries of wage discrimination law and rules
- Know Your Rights (Fair Employment Practice Poster)
- Certificate of Premium Payment (relating to workers' compensation)
- Notice regarding drug and alcohol tests results being able to affect team members' eligibility for workers' compensation benefits
- Abstract summarizing Ohio's child labor law

Companies that don't provide access to the internet in the workplace, or that have workers who are not computer savvy, should continue to physically post these notices.

EMERGENCY SERVICES LEAVE

If you are a volunteer firefighter or a volunteer provider of emergency medical services, The Ribbon at Glass City will not discharge, discriminate, or take any other disciplinary action against you for failing to report to work on time or for being absent from work because you were responding to an emergency. Work time missed for responding to an emergency will be unpaid.

You must notify The Ribbon at Glass City of your status as a current volunteer firefighter or volunteer provider of emergency medical services, including when your status as such is terminated.

If you intend to become a volunteer firefighter or a volunteer provider of medical services, you must provide written notification to The Ribbon at Glass City of your status as a volunteer no later than 30 days after receiving your certification. This notification must be signed by:

- The chief of the volunteer fire department with which you serve; or
- The medical director or chief administrator of the cooperating physician advisory board of the emergency medical organization with which you serve.

If you are going to be late or absent from work because you have responded to an emergency, you must make every effort to notify The Ribbon at Glass City. If you are unable to notify The Ribbon at Glass City due to the extreme circumstances of the emergency or your inability to contact The Ribbon at Glass City, you must provide a written statement from the applicable director or chief explaining why prior notice was not given.

The Ribbon at Glass City may also request you provide a written statement from the applicable director or chief verifying the date and time you responded to the emergency.

MEALS & BREAKS

Ohio labor laws require companies to provide team members under the age of eighteen (18) a 30-minute uninterrupted break when working more than five (5) consecutive hours.

MILITARY FAMILY LEAVE

Ohio's Military Family Leave Law applies to all companies with 50 or more team members. Under the law, once per calendar year, an employer must allow an employee to take unpaid leave of up to 10 days or 80 hours, whichever is less, if:

The employer has employed the employee for at least 12 consecutive months and for at least 1,250 hours in the 12 months immediately preceding the commencement of the leave;

- The employee is the parent, spouse, or has or had legal custody of an individual who is a member of the uniformed services and who is called into active duty for longer than 30 days or is injured, wounded, or hospitalized (injury) while serving on active duty (related to injury);
- The employee gives notice of their intent to take military family leave at least 14 days prior because of a call to active duty, or at least two days prior because of an injury or hospitalization. If the employee receives notice from a uniformed services representative that their injury is of a critical or life-threatening nature, then leave may be taken without providing notice (related to injury);
- The leave dates occur no more than two weeks before or one week after the deployment date of the employee's spouse, child, ward, or former ward (related to deployment); and
- The employee does not have any other leave available for their use except sick leave or disability leave.

Military family leave may be unpaid.

OVERTIME

Under Ohio law team members must be paid overtime at a rate of one and one-half times their regular rate of pay for hours worked more than 40 per workweek.

PAY TRANSPARENCY

Companies with 15 or more team members in Columbus will be required to include pay ranges in all job postings. While the law is effective December 3, 2025, the city doesn't expect to actively enforce it until January 1, 2027.

Job postings are defined broadly and include any communication that describes a position or its qualifications. Job postings for internal transfers and promotions are excluded.

The posting should include a pay range that's a reasonable estimate of what the employer expects to pay for that position as well as other types of monetary compensation, like commissions and bonuses. The salary should be based on factors specific to the position, such as:

- Budget for the role
- Expected years of experience
- Cost of living

If an employer plans to pay an *exact* amount (rather than within a range), that should be included in the posting.

PREGNANT WORKERS FAIRNESS ACT (PWFA)

The Ohio Civil Rights Act (OCRA) has pregnancy, childbirth, or related medical conditions anti-discrimination provisions that also address leave.

The OCRA covers companies with four or more team members.

Team members affected by pregnancy, childbirth, or related medical conditions are entitled to at least the same amount and type of leave and benefits as other team members with temporarily disabling conditions. Companies are not required to provide unlimited pregnancy or maternity leave unless the same unlimited leave is provided to other similarly situated team members.

Pregnant team members must not be penalized in their conditions of employment because they require time away from work because of childbearing. When, under the employer's leave policy, the pregnant employee would qualify for leave, childbearing must be considered by the employer to be a justification for a leave of absence for a reasonable period. For example, if the pregnant employee meets the equally applied minimum length of service requirements for leave time, they must be granted a reasonable leave on account of childbearing.

Conditions applicable to a pregnant employee's leave (other than its length) and the employee's return to employment must be in accordance with the employer's leave policy. However, if the employer has no leave policy, childbearing must be considered by the employer to be a justification for a leave of absence for a pregnant employee for a reasonable period. Following childbirth, and upon signifying intent to return within a reasonable time, the employee must be reinstated to the original position or to a position of like status and pay, without loss of service credits.

VOTING LEAVE

Under Ohio law, companies must provide team members reasonable time to vote on Election Day. Companies are not required to compensate team members for time provided to vote.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent The Ribbon at Glass City Metropark in your actions and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation. (i.e. “Welcome! How are you?”)
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e. “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Always consider yourself as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment is our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty.

CPR/AED

Team Members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification at all times. If your position requires a certification, you are expected to maintain certification.