



Thompson Rivers Parks & Recreation Aquatic Employee Manual



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TRPR Pool Employee Manual

The operation of our pools requires an efficient staff, dedicated to serving the public.

A swimming pool can only be as good as its staff!!

In order for all members of the staff to carry out their jobs effectively it is necessary to know:

Personnel: the names and assignments of all persons working

Pool rules: all personnel must know the facility rules and enforce them.

Emergencies: location of all first aid equipment, emergency phone numbers and responsibilities of personnel in case of an accident, the proper forms to fill out.

Additional regulations which must be observed by all staff members are:

1. All employees are responsible to the head lifeguards and managers. All questions and problems relating to your job will be channeled through the pool manager.
2. Care of the pool: it is everyone's responsibility to see that the pool area is kept clean and in excellent order. Don't leave things for your fellow workers to do. Report any hazardous condition or equipment in need of repair as soon as possible.

Daily Duties:

1. Clock-in
2. Upon arrival, prepare pool for opening and complete assigned duties on checklist.
3. Put out safety equipment
4. Put out all umbrellas
5. Check bathrooms for cleanliness and stock if necessary (after opening bathrooms will be cleaned every hour on the hour)
6. Empty skimmer baskets, check/clean gutters
7. Skim pool
8. Lifeguard on the stand (there will always be a minimum of 1 guard in the chair, even during adult swim).
9. Count Inventory

Closing Duties:

All employees will follow the following procedure when closing:

1. Inform swimmers of closing with one long whistle and say "Pool is closed."
2. Do not rush patrons, but do not allow unnecessary loitering in the pool area or bathrooms.
3. Lifeguard remains in chair until all swimmers clear the pool.
4. Perform cleaning duties on closing duties checklist and receive supervisors initials
5. Straighten furniture
6. Put umbrellas away
7. Put away safety equipment
8. Spray down deck and Lift
9. Empty all trash cans
10. Fill out supply needs form if necessary
11. Notify supervisor of completed duties and receive initials
12. Check with supervisor for any other tasks needed to complete
13. Clock out and let supervisor know you are leaving

Upon leaving, employees are not allowed to return to property without permission of the manager.

Personal Appearance and Behavior:

1. All employees will be given two lifeguard shirts, which must be worn while on duty (except instructors in the water or in the guard chair). All clothing must be clean, neat and appropriate for the activity in which the employee is involved.
2. All employees will also be given a whistle, which needs to be on them at all times.
3. Being under the influence of any drugs or alcohol while on duty will result in immediate dismissal.
4. Unnecessary use of the pool phone for personal reasons will not be tolerated. Excessive use of the property phone will result in immediate termination.
5. All behavior by staff while on duty shall conform to the rules of the pool.
6. Lifeguards, while on duty, will be located at different stations of the pool.
7. Any actions considered to be unprofessional will result in immediate dismissal. Activities to include: reading of books or magazines, playing cards, excessive personal phone usage (including texting), cell phone usage (including texting) while on duty, falsification of hours on time cards, sun tanning, having friends visit while on duty, and allowing friends and unapproved family members in to use pool will result in immediate termination.
8. No family or friends are allowed in the guard/concession buildings at anytime.
9. Family and friends are not allowed to “hang around” the pool. They may pay, enter and participate as normal patrons
10. All time cards must be clocked in and out only by the guard whose name is on the card. Once closing duties are completed the supervisor on duty will sign off on your checklist and dismiss you.
11. Rain days: it will be the responsibility of all managers / head guards to notify their staff of non-workdays due to weather. Anyone showing up on a non-work day will not be paid. Inquire to the managers if there is doubt about weather conditions permitting work.
12. Lifeguards are subject to random drug tests. Any staff member that refuses or fails a drug test will be terminated.
13. All staff members are required to attend mandatory staff meetings and training sessions. Failure to attend scheduled staff meetings will result in dismissal.

Scheduling:

All guards are expected to swim 300 meters- (non-stop swim) and tread water for 3 minutes - once every pay period/two weeks to ensure they are fit for duty in case of an emergency. It is the responsibility of the guard to find a time when the manager (Maddy) or assistant manager (Chandler) is present to observe their supervised swim. If a guard does not complete their swim for that pay period they will not be put on the schedule for the next two weeks and cannot accept sub work. Even if a guard is not scheduled to work for a week they are still expected to complete their swim for each pay period every 2 weeks.

1. Scheduling will include the Johnstown and Milliken pool.
2. Being late will not be tolerated (you are allowed to clock in 10min prior to your scheduled shift time)
3. It is the responsibility of the guard to fill out their availability each scheduling period and to have the dates to the managers within the deadline.
4. Availability schedules are to **request** that time off, they are **not guaranteed**. Dates will be worked to the best of our ability, however if you are requesting the time off understand it cannot be promised. **If you are scheduled on a time you cannot work it is your responsibility to find a replacement.**

5. It is the guard's responsibility to know they schedule and time to work. Don't call the pool and ask.
6. No call/No shows will be terminated without question.

All employees are entitled to one warning. The second violation will result in termination.

Absence:

1. If for any reason any lifeguard is unable to fulfill a shift, it is their responsibility to find a replacement guard from the TRPR pool staff. Only guards from the staff list can be used as a sub. All substitutes must be called into the managers/head guards a minimum of 2 hours before that shift and a schedule change form must be filled out and signed by supervisor on duty and both guards. At no time is it the responsibility of the manager or head guard to find a replacement. Once you have accepted a shift, it is your responsibility to cover it.
2. Lifeguards will lose their position if their planned substitute does not cover their shift.
3. After an employee has been late three times they will be dismissed. This is the responsibility of the head guard to report tardiness to a manager.
4. Employee can not exceed 7 days of consecutive absences in a pool season.
5. Pool phones will not be used to line up substitutes or for making personal calls.

Terms of Employment:

1. The term of employment is considered to be from Memorial Day Saturday through the minimum of mid august to include the 4th of July. Any employee that does not meet this requirement will not be eligible for re-employment.
2. Employer will receive a two week notice of departure. Anyone not giving a two-week notice will be paid minimum wage for their final paycheck and will not be re-employed. Anyone leaving town before issue of final paychecks will supply employer with a stamped addressed envelope for mailing of final check.
3. Any lifeguard wishing to return the following summer will need to have a positive evaluation and notify TRPR no later than April 1 of the following year to be considered for reemployment. Anyone not responding by that date will be replaced.

Pool Rules:

The following rules and regulations apply to all of the employees and patrons of the pool. All guards must know all pool rules and enforce them strictly and equally for all patrons. If this is done from the first day, it will make guarding easier and the pool safer for everyone.

1. Lifeguards on duty are in charge of the pool at all times.
2. No glass in the pool area.
3. Conduct that may endanger the welfare or comfort of other patrons is prohibited.
4. Diving off the side of the pool in the shallow end of the Johnstown pool is not permitted.
5. Persons with open wounds, sores, or skin infections will not be allowed to swim.
6. Non-swimmers are allowed only in the shallow areas. Patrons must be able to swim the length of the pool in order to use deeper areas.
7. Any swimmer requiring floaties will be restricted to the shallow area of the pool and need a guardian in the water within arm's reach at all times.
8. No floaties in the deep end.
9. No large floaties in the pool at anytime (except private parties).
10. Diving at the Milliken pool is **NOT** permitted.

11. No jumping off, diving off, sitting on, or hanging on the blocks (Johnstown).

Diving Board Rules (Johnstown):

1. Maximum of one bounce.
2. Only one person on the board at a time.
3. Dive or jump off the front of the board – not the side – and swim to the nearest ladder.
4. Do not hang on the board.
5. Next jumper must wait (on the ground not the board or ladder) until the person before them reaches the side of the pool before jumping.
6. No flotation devices allowed off the board.
7. No catching anyone off the board.
8. No gainers, inward dives, or backflips.

Slide Rules (Milliken):

1. No flotation devices allowed down the slide.
2. No catching at the end of the slides.
3. Guests not allowed to slide down head first.
4. No swimming within slide area or under the slides.

Wading Pool Rules:

1. Children must be 5 or under.
2. All child that wear diapers must have swimming diapers.
3. All children must be supervised by a parent or responsible guardian.
4. Children cannot swim unless they meet the age requirement or have an adult supervisor.
5. Wading pools are **closed** during adult swim.

Aside from knowing and uniformly enforcing the rules and regulations, you must be able to use your common sense and prohibit any activity which appears unsafe. It is impossible to list every prohibited activity on the rule board; therefore, if you are unsure about a particular activity, it is better to be extra safe until you have a chance to ask the pool manager.

The following activities come within this area:

1. No flips, back jumps, or back dives from the sides of the pool.
2. No persons riding on another's shoulders.
3. No playing on or congregating around the pool ladders.
4. Divers must check the water under and around the board before diving to make sure it is clear of all swimmers.
5. Anyone using the deep end of the pool must be able to swim one length of the pool using crawl stroke before being allowed in deep water – guard to perform test during adult swim break or while otherwise not on duty.

Inclement Weather:

Policy: In order to ensure the safety of all patrons using outdoor pools operated by Thompson Rivers Park and Recreation Department it will be policy to remove patrons from the water if the following weather conditions occur:

*Thunder and lightning occur around the pool area.

*Wind or rain, are heavy enough to hinder the ability of lifeguards to ensure the safety of the swimmers.

***No refunds will be given due to weather.**

Procedure:

I. Should a storm consisting of thunder and lightning appear during hours of operation the manager on duty will:

1. Indicate to lifeguard on duty to clear the pool of swimmers with one whistle blast.
2. Note time and wait 30 minutes after each thunder or lightning sighting (Red Cross

Policy) to assess the severity of the weather.

A. If after 30 minutes the storm has passed the manager on duty will notify the lifeguard that it is clear for swimmers to return to the pool.

B. If after 30 minutes the weather remains unsafe for swimmers to enter the pool, the manager will note the time and wait another 15 minutes to assess the weather. The manager will continue to assess the weather every 15 minutes until it is safe for swimmers to reenter the pool or the operation deadline has been reached.

II. Should a storm consisting of heavy rain or wind occur the manager on duty will:

1. Determine if the storm impeded the lifeguards ability to ensure the safety of swimmers.

A. Heavy rain and wind impedes visibility to lifeguards

B. Heavy winds may cause flying debris which may result in injury to patrons or staff.

2. Should the above conditions exist the manager on duty shall follow procedure set for thunder and lightning evacuation of the pool. (See item 1. and 2. Of procedure above).

Swimming Lessons:

Guards scheduled to guard during swim lessons will follow above pool rules and expectations at all times.

Any guard interested in leading/assisting swim lessons will qualify by:

1. Being W.S.I certified (water safety instructor).
2. Follow and teach TRPR's class skills sheet at each class.
3. Pass students when proper skills reached.
4. Must be honest and non-biased towards students about skills.
5. Must enjoy kids and have a positive energetic attitude during lessons and with all parents/guardians.
6. Must agree to teach a full session or will not be allowed to instruct for that session.
7. Guards who can give a longer commitment will have first priority.
8. Must be in water with children during lesson.
9. Must be in water 5min prior to lesson beginning.
10. All teachers and assistants will be held accountable by the managers.

Hours of Operation Policy:

It shall be the policy that aquatic facilities operated by Thompson Rivers Parks and Recreation District are to remain open during hours of operation posted at the onset of the season. These hours are determined prior to the start of the summer and are posted on our website and in our pamphlet. Should inclement weather occur during hours of operation the manager on duty will follow the Inclement Weather Policy and Procedure.

It shall be left to the Pool Managers' discretion to close aquatic facilities, should any unforeseen or unsafe situation arise.

General Instructions:

Blow your whistle only for disciplinary measures or in case of an emergency. When an individual must be reprimanded for a rule infraction, call the person to where you are stationed. Do not shout across the pool.

Explain the rule. If you have to sit someone out of the pool to get their attention, do it.

Whistle Communication System:

- A. One short blast - to get the attention of a swimmer.
- B. Three short blasts - to get the attention of the other guards.
- C. One long blast – emergency situation, you are leaving your station.
- D. Do not engage in any other activities while guarding except for inquiries about the pool or rules.
- E. No sun tanning or lying in lounge chairs. Keep your straps up at all times.

Emergency Situations:

- A. Minor accidents-
 - 1. Notify other guard that you will be busy attending to the accident (3 whistles) or to have a guard from the guardroom come out to assist.
 - 2. Either apply immediate first aid on the spot or accompany the injured party to the guardroom for first aid.
 - 3. Fill out an incident report.
 - 4. Return to your station as quickly as possible.
- B. Simple rescue-
 - 1. Before entering the water or using rescue equipment, blow your whistle to alert the other guards.
 - 2. If several other guards are on duty they should assume your position.
 - 3. Perform appropriate rescue.
 - 4. Fill out an incident report.
 - *If water rescue had to be performed, the patron is not allowed back in the water for the rest of the day.
- C. Near drowning or serious accident-
 - 1. Before entering the water or using rescue equipment, blow your whistle to alert the other guards.
 - 2. If the guard cannot blow his whistle because of time, another guard should do it for them.
 - 3. The other guards must clear the pool and keep the crowd away from the victim and call 911.
 - 4. Call pool manager.

5. Fill out accident report.
*If water rescue had to be performed, the patron is not allowed back in the water for the rest of the day.

Other Situational Protocol:

a. Patron concern/complaint/compliment-

- First, listen to the concern/complaint/compliment.
- Second, acknowledge their comments. (Thank you for bringing this to our attention).
- Third, direct them to a manager.

b. Discussion from patron while on guard stand-

- First, keep attention on pool.
- Second, request their conversation be directed to a down guard or wait till you're down from the stand.
- Third, keep attention on pool.

c. Schedule change-

- First, look over schedule upon receiving it.
- Second, if change needs to be made, find a substitute or someone to switch with.
- Third, fill out schedule change form; include signature from manager, one taking shift and one giving shift.

d. Employee concern-

- First, define concern and consider solution.
- Second, present concern and offer solution to a manager.
- Third, if not resolved with manager and employee meet with.

e. Patron disciplinary actions-

- First, discuss rule with patron.
- Second, give warning to patron.
- Third, refer situation to manager.

f. Employee disciplinary actions-

- First, discuss concern with guard (if you feel comfortable).
- Second, discuss concern with manager.
- Third, leave in hands of manager.

g. Chain of command-

- First, contact pool manager to discuss concern, complaint, or compliment.
- Second, contact TRPR director to schedule a time to meet.
- Third, request a meeting with TRPR board.

Maintenance Duties:

Lifeguard personnel are responsible for the upkeep and cleanliness of the general pool area.

Duties

1. Keep the pool decks and grounds surrounding the pool clean.
2. Keep pool lining, gutters, and walls clean.

3. Keep bathrooms clean and supplied with toilet paper, paper towels, and soap. Check the bathrooms every hour. If you see a group of small kids go into the bathroom at one time check for vandalism.
4. Empty trash cans when they are ½ full. Don't let it get out of control.

Pay Day:

T-Sheets

1. T-sheets is our clock-in program on the pool ipads. Your username will be your first initial and last name and you will be given a temporary password you must change once you clock-in. All digital time cards will be checked and verified by the manager. If your digital time card is not submitted at the end of your workweek you will not receive payment for that week. Hours cannot be called in; if you forget to clock-in or out notify your headguard or manager immediately. Anyone that submits a falsified time card will be terminated on the spot.
2. **Our cell phone numbers are not to be given out to anyone. This is for staff and emergencies only. Please give anyone requesting a manager's number the number for the pools: Johnstown Pool (970) 587-5994, and Milliken Pool (970) 587-3675.**
3. Do not call us for a sub that is your responsibility. Work with your managers on any scheduling problems you may have.
4. While on duty everyone is expected to act in a professional manner. We expect everyone to do their own job and not worry about what someone else is doing. If someone is not pulling their load report it to the head guard/manager.



Head Lifeguard - Job Description

The head guard is responsible to know and perform lifeguard duties as well as supervise pool operation and staff in pool managers' absence.

Duties:

- Set an example for the rest of the staff during swimming lessons and during operating hours.
- Understand and be able to open and close the pool when scheduled too.
- Make sure that the drawer was counted correctly; the proper paperwork was filled out correctly, and locked in the safe.
- Attend staff trainings and cleaning days.
- Maintain a safe environment for patrons and other employees.
- Inform the pool manager of any situations that may be of concern.
- You will be required to instruct swimming lessons and fill in where needed.
- Other duties as assigned.

Also be able to assist managers with:

- Training staff in proper procedures and safety practices, establish work schedules, and evaluate work performances.
- Schedule use of pool by the general public including regular sessions, lessons, rentals, and special events.
- Perform general pool and facility maintenance by established rules.
- Monitor water quality of pool on a daily basis.
- Keeping on top of checking incident reports and other medical supplies.
- Chemical tests

Knowledge and Abilities:

Knowledge:

- Proper operation of swimming pools, maintenance, and other equipment.
- Lifeguarding techniques, instructional techniques, and safety used with the operation and maintenance of public swimming pools.

Abilities:

- Perform specialized duties in the care and maintenance of the pool.
- Understand and follow oral and written directions.
- Establish and maintain cooperative and effective working relationships with customers as well as other staff members.
- Manage conflict and emergency situations responsibly and appropriately.

Working Conditions:

Environment:

- Outdoor environment: Be able to perform in and around swimming pools and its facilities, in all types of weather conditions and around children, noise, and distractions.

Physical Abilities:

- Speaking to exchange information on the telephone or in person; seeing and hearing to conduct work.
- Meet lifeguarding qualifications for water rescue, CPR and First Aid.

Hazards:

- Accidents which may occur around swimming pools; exposure to blood borne pathogens, pool chemicals, as well as extended exposure to sun light and heat.



Lifeguard - Job Description

Responsibilities

Lifeguards are responsible for the general safety of persons using the swimming pool; this includes prevention and care of injuries and drowning. A lifeguards' effectiveness is based not on the number of rescues that are made but rather on the number of accidents that he or she can prevent. Responsibilities include but are not limited to:

- A. Knowing all pool rules and enforcing them.
- B. Being at your assigned stations at all times except for a rescue or accident.
 - a. Be prompt and alert for assigned rotations (25 minute rotations)
 - b. If less than 15 swimmers, at least one guard on chair with others on deck staggered to accommodate sections that are in use. (As approved by manager).
- C. Constant surveillance of pool during assigned guarding periods.
- D. Work concession stands and answer phones.
- E. Assisting injured persons.
- F. Wearing your uniform, whistle, and first aid pack while on duty.
 - a. While on guard duty, look and act professional, wear proper attire, and keep eyes on assigned areas at all times. No conversing with patrons or other staff members except in relation to the job at hand.
 - b. No tennis shoes or socks while on duty
- G. Attend 3 out of the 4 in-service trainings and meetings throughout summer season.
- H. General cleanliness of the pool area and bathrooms.
 - a. Report all inadequate, broken, or missing equipment to the managers.
- I. Get availability to manager for scheduling, pick up work schedules.
- J. Do not engage in any other activities while guarding except for inquiries about the pool or rules.
- K. Do not carry on conversations with the public while guarding except for inquiries about the pool rules.
- L. Be on time returning from breaks
- M. When rotating stations, do not carry on personal conversations with the guard you are replacing. Point out any problems. Remember, the guards further down the rotation are waiting to be relieved. Do not leave your station until the guard relieving you has actually arrived at the station.
- N. Do not eat or drink on the guard stand (water only).
- O. Lifeguards never sit next to each other; you position yourself in an assigned area. (Swim lessons, swim team, aqua fitness, twilight swim, etc.).
- P. No cell phones used at the pool while on duty. Take care of your personal needs while off duty or on a break.
- Q. Lifeguards must complete their conditioning laps (300 meters or 6 down and backs) and all requested documents before a manager approves there submitted time.
- R. Complete all daily duties before being dismissed from a shift.
 - a. Help with pre-opening, opening, all day, closing, and final closing duties as assigned by the managers and leave only when dismissed by the managers.



Junior Lifeguard - Job Description

Junior Guards are “lifeguards in training”. This position is designed to set the individual up for a lifeguarding position the following season.

Age Requirement: 14+

Responsibilities include but are not limited to:

- a. Knowing all pool rules, following and enforcing them
- b. Work Concessions and Admission Stands
- c. Be informed and knowledgeable on pool rules, regulations, fees, and reservations
- d. Customer service
- e. Wearing your uniform and whistle while clock-in
- f. Attend 3 out of the 4 in-services offered over the season
- g. General cleanliness of pool area and bathrooms.
 - i. Report all inadequate, broken or missing equipment to managers
- h. Communicating availability with manager and picking up schedule
 - i. Must complete their condition laps (200 meters or 4 down and backs), 3 min treading water, and 10 push-ups before receiving paycheck every 2 weeks.
- i. Comply and complete all daily duties before being dismissed from a shift.
 - i. Help with pre-opening, opening, all day, closing, and final closing duties as assigned by the managers and leave only when dismissed by managers.
- j. Do not engage in any other activities while working expect for inquiries about the pool or rules.
- k. Do not eat or drink in concession room (water only).
- l. No cell phones used at the pool while on duty. Take care of your personal needs while on a break or off duty.
- m. No sun tanning or lying in lounge chairs while on duty.



By signing this contract you are accepting the terms and conditions of employment for TRPR pools. Violation of the terms and conditions of this contract will result in immediate dismissal or suspension of duty.

Employee name: _____

Employee signature: _____

Date: _____

Employer signature: _____