

# **BENNETT PARK AND RECREATION DISTRICT**



# **Aquatics Manual 2017**

**The Mission of the Bennett Park and Recreation District is to unify the I-70 corridor citizens in health and wellness through physical activities, while enhancing their quality of life and inspiring personal growth, self-esteem, pride and respect.**

Welcome to Bennett Park and Recreation District, .....	4
Aquatics Department. ....	4
1:1 ~ Values.....	5
The Aquatics Team.....	6
Section 2 .....	6
2:1 ~ Aquatics Coordinator.....	8
2:2 ~ Head Guard: .....	8
2:5 ~ Instructors ~ Swimming: .....	9
2:6 ~ Instructors (Volunteer): .....	9
2:4 ` Jr. Lifeguards – EMT’S:.....	10
2:7~ Instructors:.....	10
Aquatics Procedures .....	11
Section 3 .....	11
3:1 ~ Opening/Closing Checklists: .....	12
3:2 ~ Chemical Logs:.....	12
3:3 ~ Pool Closure .....	12
3:6 ~ Slide Inspection .....	12
3:7 ~ Birthday Parties & Pool Rentals: .....	12
3:8 ~ Groups: .....	13
3:9 ~ Pool Cover- Continuous Pool:.....	13
3:10 ~ Maintenance – Cleaning: .....	13
3:11 ~ Incident/Accident Reports: .....	15
❖ How to fill out an incident report correctly .....	15
Guarding .....	16
Section 4 .....	16
4:1 ~ Shadowing .....	17
4:2 ~ Required Lifeguard Uniform: .....	17
4:3 ~ Guarding Methods: .....	17
4:4 ~ Scanning: .....	18
4:5 ~ Rotations: .....	18
4:6 ~ Rotation Technique: .....	19
4:7 ~ Coverage Zones .....	19
4:8 ~ Whistle Commands: .....	19
4:9 ~ Deck Guarding: .....	19
4:10 ~ Rule Enforcement:.....	20
❖ When a patron is breaking a rule: .....	20
o 4:11 ~ Pool, Slide, and Steamroom Rules .....	21
Employee Policies .....	22
Section 5 .....	22
At all times, Bennett Park and Recreation District guards should be.....	23
5:1 ~ Staff Expectations.....	24
5:2 ~ In-services: .....	25
5:3 ~ Audits: .....	25
5:4 ~ Red Cap Drills .....	25
5:5 ~ Vigilance Awareness Training (VAT’s).....	26
5:6 ~ Schedules:.....	26
5:7 ~ Pay periods: .....	26
5:8 ~ Timeclock:.....	27
❖ No staff member should work over 32 hours per work week (Monday to Saturday) unless pre-approved by a Coordinator or Supervisor.....	27
5:9 ~ Absence from Work: .....	27
5:10 ~ Annual Reviews .....	27
5:11 ~ Disciplinary Issues: .....	28
5:12 ~ Resignation: .....	28
5:13 ~ Termination: .....	28
5:14 ~ Workers Compensation: .....	28
5:15 ~ Sexual Harassment & Discrimination: .....	29
Aquatics Programs.....	30
Section 6 .....	30

6:1 ~ Swimming Lessons: .....	31
6:2 ~ Swim Lesson Registration: .....	31
6:3 ~ Private and Semiprivate Swim Lessons.....	31
Emergency Procedures .....	32
Section 7 .....	32
Emergency Action Procedure .....	33
First Responder:.....	34
Second Responder: .....	34
NO 911 Call –.....	34
YES - 911 Call –.....	35
Third Responder: .....	35
7:1 ~ Individual Rescue Procedures .....	36
7:2-1 ~ Active Victim.....	36
7:2-2 ~ Passive Victim.....	37
7:2-5 ~ Sudden Illness: .....	40
7:4 ~ Reporting a Suspicious Person: .....	41
7:5 ~ Concealed weapons and Gang Related Activity:.....	42
7:6 ~ Power Outages:.....	42
7:7 ~ Water Outages:.....	42
7:8 ~ Inclement Weather: .....	42
• Lightning .....	42
○ In cases of severe weather or an extensive storm all staff must to adhere to the guidelines listed above until further instructions are given by the Aquatic Coordinator or supervisor on staff. Only the Aquatics Coordinator has the authority to close the pool for an extended period of time due to weather. ....	43
• Tornado: .....	43
Appendix 1 .....	44
~ Job Descriptions ~ .....	44
Life Guards:.....	45
Responsibilities:.....	45
Jr. Life Guards: .....	45
EMT's:.....	46
Head Guards: .....	46
Expectations: .....	47
• Provide general supervision and support of staff .....	47
• Lead by example .....	47
• Maintenance .....	47
• Risk assessment and recognition .....	47
• Make calls regarding pool rules .....	48
All Aquatic Employees:.....	48
• Showing up 15 minutes prior to the start of the shift .....	48
• Safety breaks: 10 minutes to the hour – every hour .....	49
• Closing slide during open swim .....	49
• When to notify/call a supervisor: .....	49
• Arriving late: .....	50
• Non-completion of daily maintenance: .....	50
• In-service Attendance.....	50
Appendix 2 .....	51
~ Contacts ~.....	51
Pool Rules and Why .....	53
Appendix 4 .....	56
~ Acknowledgement ~.....	56
Employee Expectations .....	57
Employee Initials.....	57

**Welcome to Bennett Park and Recreation District,  
Aquatics Department.**

We are pleased to have you as an Aquatics team member! Your personal effort to help us maintain our high standards will be greatly appreciated. A preventative attitude, professionalism, and preparedness are key ingredients to our continued success. *Our responsibility is to provide a safe, clean environment, and an enjoyable experience that exceeds the expectations of every single patron on every single visit.* To provide this high level of professional service, we have created this training and policy manual, which will allow for you to become educated in all areas of aquatic operations. Employee expectations will be fully explained throughout the training manual and during your orientation. Congratulations and...

***Welcome aboard!!  
Bennett Park and Recreation District  
Aquatics Department***

# 1:1 ~ Values

## Honesty/Integrity

We commit to uphold and be accountable for our values and actions in a truthful, fair, and straightforward manner. We are entrusted with the stewardship of the community.

## Achievement

We value results accomplished through dedicated employees who strive to meet the needs and expectations of the community. We accept personal and professional responsibility to achieve the goals established for our organization.

## Respect

We show consideration for all individuals by listening and seeking to understand; recognizing diversity; acknowledging ideas, viewpoints and differences of opinion.

## Communication

We value our commitment to listen and speak openly, honestly and effectively thereby encouraging an open exchange of ideas within a framework of respect and understanding

## Competence/Knowledge

We promote an environment where employees are accountable for their job performance and expected to demonstrate their expertise in making effective, efficient, and sustainable decisions. Employees are encouraged to pursue opportunities and utilize resources that further professional development.

## Creativity/Innovation

Freedom to creatively formulate new concepts that are responsive to the evolution of the community. We are open to change and find new ways to fulfill the organization's vision, mission, and goals. We encourage and empower people to question the process in order to create innovative solutions in delivering services.

## Community

We exist to serve the community that is the I-70 Corridor. We are committed to providing a safe and stable environment, being involved and responsive as a community resource. We strive to create and sustain a positive image and be a trusted partner with our community.

## Teamwork

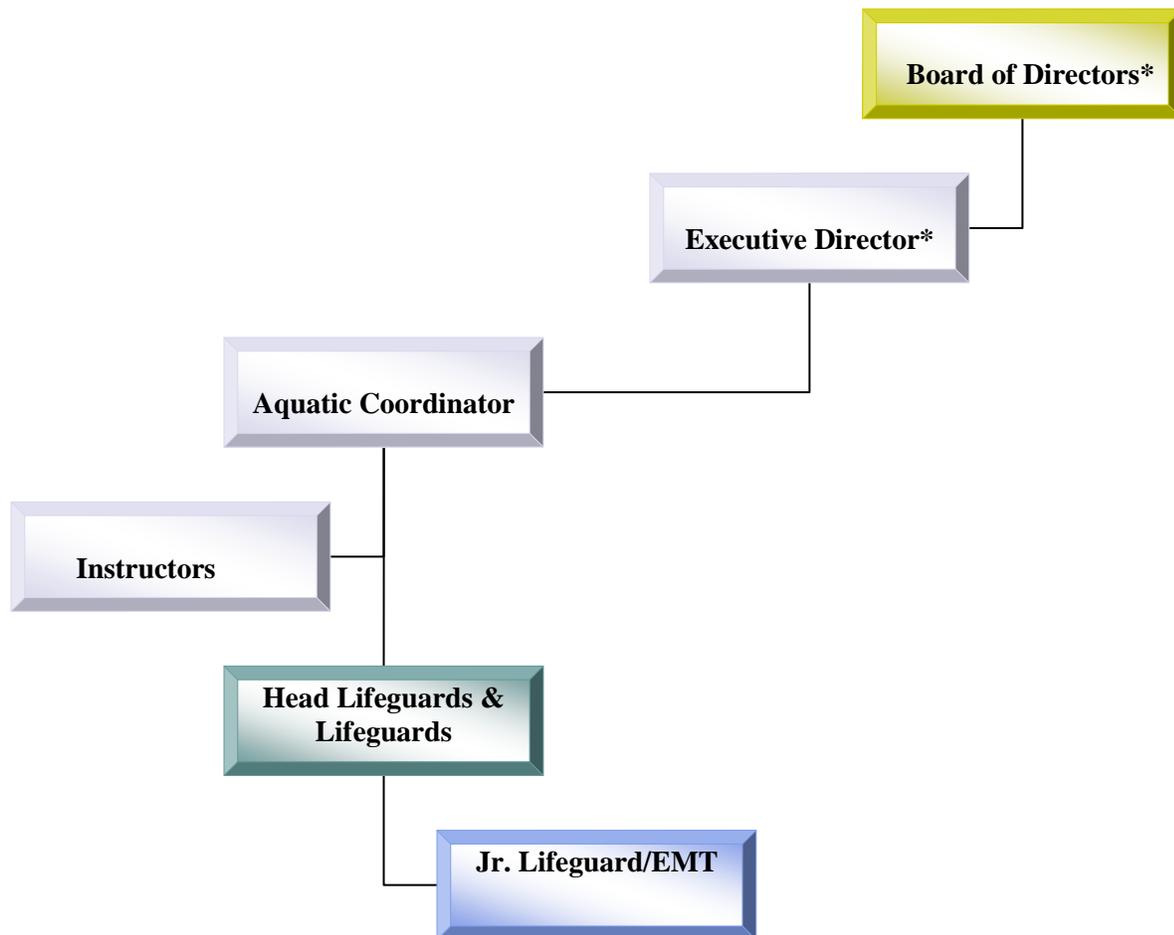
We value individual ability and diversity to provide exceptional quality service that exceeds customer expectations. We create an atmosphere of mutual support, respect and cooperation. We believe in the spirit of cooperative effort, realizing our success depends on our ability to perform as one highly effective team.

# *The Aquatics Team*

## *Section 2*

## Chain of Command

Within the aquatics department there are 4 different positions, each of which are key components in maintaining an organized and professional program. Below is a flow chart showing our chain of command. Aquatic Coordinator, Instructors, Head Lifeguards/Lifeguards and Jr. Lifeguards/EMT's, have a brief description of each position, expectations, and the role they play in our team.



## **2:1 ~ Aquatics Coordinator**

The aquatics coordinators' main responsibility is to oversee the general operation of the entire aquatic division. This includes management of maintenance, upkeep, supervision of the pool and staff.

Aquatic specific items such as the pool slide, heater/boiler, pump filters and motors, drainage systems, etc. are included. In addition, it is the responsibility of the aquatics coordinator to develop and maintain a comprehensive aquatic program. This program includes staffing, training, and aquatic programming.

In more specific terms, the aquatics coordinators role is to oversee all aspects of the aquatics area. This includes public safety, supervision of all staff, pool and pump room maintenance, programs, scheduling, aquatic budgets, working and programming special events, staff trainings, emergency preparedness of the aquatic staff, customer service, adherence to policies and procedures, safety of the aquatics staff, and guidance aimed towards the improvement and positive self-development of aquatic staff.

The aquatics coordinator role provides back-up and support for all aquatics staff, and most importantly helps maintain a safe environment for patrons and co-workers. Other responsibilities of the aquatics coordinator include but are not limited to:

- ❖ Managing the swim lesson program and CARA swim team
- ❖ Helping lead in-services and aquatics staff training information
- ❖ Track certifications for lifeguards and instructors
- ❖ General maintenance of the pool
- ❖ Pump room operations and manage maintenance
- ❖ Assisting with front desk operations
- ❖ Marketing and promoting pool, activities, events and qualities
- ❖ Responding to and assisting with emergencies outside of the aquatics area if needed

## **2:2 ~ Head Guard:**

Head Guards are expected to set an example for other aquatics staff, therefore requiring that they maintain a professional, respectful, and safety conscious attitude at all times. The role of the head guard is to provide general supervision and support of aquatic staff in the absence of the aquatics coordinator. Additionally, a head guard is expected to:

- ❖ Set a good example by adhering to and enforcing all pool rules and employee policies/procedures
- ❖ Facilitate the day to day operations of the pool
- ❖ Report any issues or concerns to the aquatics director at the end of every lead shift
- ❖ Have knowledge of basic pump room maintenance as required
- ❖ Lead a portion of in-services
- ❖ Assist with staff audits

For a detailed description and further explanation of head guard expectations and responsibilities, please refer to appendix 1.

## **2:4 ~ Lifeguard:**

The primary responsibility of a lifeguard is to uphold and enforce the highest safety standards set forth by the management team. *Without fail*, lifeguards must be *proactive* and *preventative* in ensuring the safety of all patrons utilizing the aquatic facility whether they are in the water, on the pool deck, or in the steam room. Other expectations include but are not limited to:

- ❖ Enforcing all pool rules and policies
- ❖ Maintaining a working knowledge of aquatic policies, procedures, operations and standards
- ❖ Providing rescue assistance as necessary
- ❖ Administering first aid treatment, CPR, & emergency services as needed
- ❖ Assisting other aquatic staff members as needed
- ❖ Attending staff trainings and meetings as required
- ❖ Handling various reports and records such as chemical logs, accident reports, etc
- ❖ Completing all required maintenance and cleaning duties
- ❖ Perform any other duties assigned within the scope of employee's knowledge and training

## **2:5 ~ Instructors ~ Swimming:**

Under the direct supervision of the Aquatics Coordinator, the main responsibility of an instructor is to provide students with the skills and information necessary to develop into safe, strong, and knowledgeable swimmers. Instructors are expected to teach class and skills in a safe, productive and appropriate manner. Instructor responsibilities include:

- ❖ Obtaining rosters, skill checklists, lesson plans and all equipment prior to the start of class
- ❖ Beginning and ending all classes on time and giving students 30 minutes of instruction
- ❖ Providing group and individualized instruction
- ❖ Maintaining a safe and controlled class environment
- ❖ Teaching safety skills for every class and enforce all pool rules during lessons
- ❖ Making sure every student is completely out of the water at the end of your lesson before leaving
- ❖ Completing all report/achievement cards prior to the beginning of classes on the last day
- ❖ Uphold high standards and expectations for every student
- ❖ Responsible for all students in class the entire time they are in the water.

## **2:6 ~ Instructors (Volunteer):**

Qualified individuals may volunteer to teach for the swimming lesson program. Volunteers are only allowed to teach upon completion of hiring protocol. They must provide proper credentials, complete volunteer application and pass back ground check.

## **2:4 ` Jr. Lifeguards – EMT’S:**

Under the direct supervision of the Aquatic Coordinator, the Jr. Lifeguards and EMT’s have the same responsibilities as Life Guards with the exception that Jr. Lifeguards and EMT’s are not to work alone, they are to have a certified Lifeguard with them at all times.

Jr. Lifeguards and EMT’s will be the second responders and the one to call 911 in case of an emergency occurrence. Everyone is to know the address location of our facility, 455 S. 1<sup>st</sup> Street, Bennett, Colorado and particulars as directed by the Lifeguard attending the emergency

## **2:7~ Instructors:**

Instructors are under the general supervision of the Aquatic Coordinator. Water Fitness instructors will conduct Water Aerobics classes according to Fitness Professionals standards. Instructors will be expected to work the schedule according to Water Aerobic programming times. Aqua-Fit instructors are expected to:

- ❖ Be responsible for the leadership, planning, preparation, supervision, and instruction of assigned classes.
- ❖ Demonstrate safe and effective exercises for both general and special groups.
- ❖ Maintain continual education in current methods of aqua aerobics instruction thru an accredited source (AFAA, ACE, ACSM or other nationally recognized certification)
- ❖ Perform high level cardiovascular activity as well as resistance and stretching exercises for all major muscle groups.
- ❖ Must be able to adapt exercise intensity to meet the needs of participants and recognize contraindicated exercises.
- ❖ Work in an upbeat and positive environment using innovative ideas to assist participants in reaching their personal goals.
- ❖ Be responsible for the safety of all participants, ensuring the participants are not left unattended and that all pool safety guidelines are adhered to.
- ❖ Attend staff trainings and meetings regularly as required.
- ❖ Maintain current certifications in CPR/AED

# *Aquatics Procedures*

## *Section 3*

*~ The following section is a description of the daily logs, checklists, and procedures that you will learn to utilize and complete while being employed with the aquatics department. The content is to give you a general overview of each item. All of these items will be discussed in detail and reviewed during your aquatic department orientation. ~*

### **3:1 ~ Opening/Closing Checklists:**

The opening/closing checklists should be done prior to opening the facility and after the pool closes for the day. Check off each task as it is completed and make notes regarding repairs or any replacements needed.

- ❖ Make sure form is filled out entirely
- ❖ Be sure to initial and date the form before turning it in

### **3:2 ~ Chemical Logs:**

The chemical record log is in the lifeguard office. During orientation, you will be expected to perform a practice reading. This is to ensure you are properly trained on how to take a reading and taught the importance of obtaining an accurate reading.

- ❖ Chemical checks are taken a minimum of 3 times a day!
- ❖ Make sure your readings are accurate, if you need help-ASK!
- ❖ Record readings in log.... Don't forget!
- ❖ If anything is added to a pool or chemicals are "fixed", it needs to be recorded. This is mandated by Tri-County Health.

### **3:3 ~ Pool Closure**

Any time the pool must close during operation hours please note the factors for such closure in the chemical log notes. Such closures might be from chemical imbalances or temperature malfunction. In addition, please fill out an incident report if the closure is related to fecal incidents, vomit, tornados, lightening, fire alarms or some other emergency.

### **3:6 ~ Slide Inspection**

The slide inspection is a daily task that must be completed. The purpose of the slide inspection is to make sure that safety standards for the slide are being met and maintained. During an inspection, if there is anything found that jeopardizes the safe operation of the slide, the slide will be shut down until the issue has been resolved. This includes the Blue slide and the Witbit Slide.

### **3:7 ~ Birthday Parties & Pool Rentals:**

- Pool rentals are included in multiple packages. These can include reserving times outside of open swim or during open swim.
- Fees vary depending on how many people are attending and which room/s they choose to rent out.
- All private pool parties include **ONE** amenity (WiBit, Volleyball Net, Basketball Hoop, Floaties/Pool Toys)
- There will need to be a Lifeguard on duty during all aquatic parties.
- How parties are booked:
  - The patron will either come in or call and book a party with the front desk personnel
  - Once the party has been booked and paid for, registration paperwork completed, the front desk will send the paperwork to the Aquatic Coordinator
  - Once paperwork is received, the Aquatic Coordinator will staff accordingly

### **3:8 ~ Groups:**

Throughout the year we get groups that wish to use the pool. Qualifying organizations and groups (e.g. public or private daycares, scout troops, church groups, camps, etc.) may use the pool. The front desk staff will charge accordingly, relay the information to the Aquatics Coordinator. At that time, upon payment, the Aquatics Coordinator will staff accordingly.

### **3:9 ~ Pool Cover- Continuous Pool:**

You will need to become familiar with the pool cover. The cover is essentially a blanket for the continuous pool that provides a reduction in heat loss and also chemical evaporation. Please assist patrons upon entering the continuous pool area and with the removal of the blanket. Please make sure that the pool is covered when not in use.

### **3:10 ~ Maintenance – Cleaning:**

Each staff member is required to complete maintenance duties during their shift. Maintenance tasks are to be done daily. In order to make these tasks easy to complete, a maintenance “how to” document has been created. This form is posted in the guard office for easy reference. During summer hours maintenance tasks change slightly due to the increase of programs and pool usage which create limited availability of time for completion of maintenance tasks. After orientation during your guard shadowing hours you will be shown how to complete each task in detail. At all times staff is required to adhere to the following in regards to maintenance.

- ❖ **Wear gloves and other personal protective equipment when handling chemicals and cleaning agents.** Sometimes it seems silly, but this is VERY important!
- ❖ Complete all tasks that were not previously completed prior to beginning any new tasks scheduled during your shift
- ❖ Only initial the form once you have completed a task
- ❖ Upon closing complete any unfinished maintenance tasks before leaving for the evening
- ❖ Make sure and ask any questions if you are unsure of a procedure, or a product.
- ❖ We try to only use cleaning agents that are compatible with our pool, just in case there is an accidental spill.

<p align="center"><b><u>Hose Deck</u></b></p>	<ul style="list-style-type: none"> <li>• Hose</li> <li>• Nozzle</li> <li>• Man Power</li> <li>• <b>Squeegee</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Hosing the deck is more than simply just getting the ground wet.</u></b></li> <li>• Start at the wall and hose in a sweeping motion to push dirt and debris toward the drain system</li> <li>• Continue hosing toward the pool until you have completed the deck section</li> <li>• Squeegee</li> </ul>
<p align="center"><b><u>Scrub Deck</u></b></p>	<ul style="list-style-type: none"> <li>• Clorox/ajax/comet</li> <li>• Scrub Brush</li> <li>• <b>Squeegee</b></li> <li>• Latex Gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Pour mixture onto deck and scrub</li> <li>• Rinse immediately and thoroughly; do not allow cleaner to dry</li> <li>• Squeegee into drain</li> <li>• If done correctly, you will see the dirt you've scrubbed up!</li> </ul>
<p align="center"><b><u>Scrub Scum Line</u></b></p>	<ul style="list-style-type: none"> <li>• Simple Green/ajax/comet</li> <li>• Bucket</li> <li>• Scotch-brite pad or scrub brush</li> <li>• Latex Gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Pour small amount of simple green or other cleaner into bucket/ sponge or spray bottle</li> <li>• Scrub scum line</li> <li>• Rinse</li> <li>• Either get in the pool or sit on the deck to scrub. <b><u>Do not stand and use the deck brushes as they are not an effective tool for this job</u></b></li> </ul>
<p align="center"><b><u>Signage</u></b></p>	<ul style="list-style-type: none"> <li>• Disinfectant wipes</li> </ul>	<ul style="list-style-type: none"> <li>• Wipe down with wipe or rags</li> </ul>
<p align="center"><b><u>Office Windows &amp; Doors</u></b></p> <ul style="list-style-type: none"> <li>• Entrance doors</li> <li>• Cordinator's office</li> <li>• Toddler pool/continuous pool windows</li> <li>• Exit doors</li> </ul>	<ul style="list-style-type: none"> <li>• Window Cleaner</li> <li>• Cloth Rags</li> <li>• Latex Gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Spray Glass with window cleaner</li> <li>• Wipe window with cloth</li> <li>• Use additional rags if needed</li> </ul>
<p align="center"><b><u>Stainless Steel</u></b></p> <ul style="list-style-type: none"> <li>• Pool ladders</li> <li>• Ramp hand rails</li> <li>• Lift</li> <li>• Door frames</li> <li>• Window frames</li> </ul>	<ul style="list-style-type: none"> <li>• Window Cleaner</li> <li>• Cloth Rags</li> <li>• Latex Gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Spray cleaner onto stainless steel</li> <li>• Wipe down with cloth</li> </ul>
<p align="center"><b><u>Deck Drains/skimmer baskets</u></b></p>	<ul style="list-style-type: none"> <li>• Latex gloves</li> <li>• Screwdriver</li> </ul>	<ul style="list-style-type: none"> <li>• Remove drain covers using screw driver</li> <li>• Remove skimmer basket and empty</li> <li>• Replace skimmer and drain cover</li> </ul>
<p align="center"><b><u>Wipe down table and chairs</u></b></p>	<ul style="list-style-type: none"> <li>• Bleach</li> <li>• Cloth Rags</li> <li>• Latex gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Apply cleaning solution</li> <li>• Wipe down with cloth</li> </ul>
<p align="center"><b><u>Slide Stairs</u></b></p>	<ul style="list-style-type: none"> <li>• Simple Green/ajax/comet</li> <li>• Hose</li> <li>• Bucket</li> <li>• Scrub brush</li> </ul>	<ul style="list-style-type: none"> <li>• Wet stairs with hose</li> <li>• Apply cleaning solution and scrub with brush</li> <li>• Rinse stairs thoroughly</li> <li>• Rinse deck below stairs to remove excess cleaner</li> </ul>
<p align="center"><b><u>Hand Rails</u></b></p>	<ul style="list-style-type: none"> <li>• Disinfectant Wipes/Window cleaner</li> </ul>	<ul style="list-style-type: none"> <li>• Wipe or spray with window cleaner</li> <li>• Wipe down with cloth</li> </ul>
<p align="center"><b><u>Brush Pool Bottom</u></b></p> <ul style="list-style-type: none"> <li>• Deep end</li> <li>• Stairs</li> </ul>	<ul style="list-style-type: none"> <li>• Long Scrub Brush</li> </ul>	<ul style="list-style-type: none"> <li>• Brush deep end and stairs refresh surface of pool</li> </ul>

### **3:11 ~ Incident/Accident Reports:**

Incident/Accident reports are to be filled anytime a guard has to give care to a patron. This includes rescues, slip and falls, first aid, sudden illness treatment, any other emergencies or treatment given, and disciplining a patron. Keep in mind that incident reports are public documents and can be subpoenaed into court as legal testimony (one should always assume it will be). If written poorly or in an unclear manner, it can force the writer to be subpoenaed to testify in its place. To ensure that an incident report is filled out correctly, please follow the guidelines listed below. A visual reference of an incident report is provided at the end.

#### **❖ How to fill out an incident report correctly**

- Fill out report as soon as possible after an incident. If needed, ask for coverage so this can be accomplished. Details become harder to recall after time. Long term memory is subjective and changes easily.
- Times, dates and locations should be as precise as possible.
  - Also, be sure to reiterate time, date, and location in description.
- Keep it as legible as possible. It may help to pre-write the description on another piece of paper where you can scratch stuff out and refine what you want to say.
- Be sure to fill out every line.
  - If unable to attain a piece of info, mark “information unavailable at time of report” in the space provided.
  - If information required does not apply, mark “NA” (not applicable) in the space provided.
- Approach the report from a 3<sup>rd</sup> person perspective. (Look at it from the outside instead of your own eyes).
- Stay away from writing in 1<sup>st</sup> person perspective. Starting a report with phrases such as “*So I was sitting there guarding when...*” is unprofessional and may not hold up if the incident is called into question. Likewise, using last names and job titles makes it easier to keep track of whom you are referring to. Too many “*I’s*” “*He’s*” “*They’s*” make a report difficult to read.
- Stick to the facts. Do not write an event down as fact if you or another guard did not see it. Patron testimonials should be preceded with, “*patron stated...*” Also, we as lifeguards are not qualified to diagnose complex injuries. We may make statements about such injuries as Bruises, Contusions, Avulsions, Lacerations, Abrasions and Punctures. These are all simple injuries that we are qualified to identify. These injuries can also be used to describe complex injuries. i.e. instead of saying “*she broke her nose*” you would say “*she was bleeding from her nose and she complained of a sharp pain right at the bridge. She also had bruising around her nose and both eyes*”.
- Stay Neutral. If conflict is involved, either between patrons or involving an employee and a patron, try to present both sides equally. Do not attribute a negative *or positive* spin on either side. Report both sides as presented to you. If negatively affected yourself, try to keep any anger out of your words. If you cannot, have someone else fill out the report
- Be both comprehensive and concise. Include a *beginning* (what lead to incident) *middle* (the incident itself) and *end* (how incident was handled by staff/any follow up). Say what needs to be said but be efficient with your words.
- When finished with the description read through it and check off the “*Who What When 9Where Why and How*” located below.
- If incident did not require notification of EMS or if the patron refuses EMS, be sure to note that and get their signature on the back page. If you felt EMS was necessary and they refused write that in your description. These efforts release us from future liability. This is one of the most important parts of the form.
- If incident requires police notification is sure to get the responding officer’s name and badge # (both can be found on their business card if you just want to ask for that). Be sure to get the case # as well.

# *Guarding*

## *Section 4*

## **4:1 ~ Shadowing**

Upon completion of your aquatic orientation, you will be required to sign up for shadowing hours. Shadowing is when you follow a life guard around to learn about the specifics of guarding at Bennett Park and Recreation District, and to practice all of the things you were shown during orientation. For those interested in teaching swim lessons, there will be a similar shadowing period to get you acclimated to our swim lesson program. This shadowing period is designed to ease you into learning how to control a class, breakdown and teach swimming skills, and how create a solid and structured lesson.

## **4:2 ~ Required Lifeguard Uniform:**

All employees are expected to be well groomed, neat in appearance and must be in uniform at all times while on duty. Your uniform consists of the following items:

- ❖ Any swim trunks, board shorts, or swimsuit as long as they are in good taste.
  - To be considered *in good taste*, clothing must be clean, without holes, and appropriately cover all necessary areas of the body.
  - Clothing may contain small graphics however; they must be in good taste, and refer to lifeguarding.
  - Plain blue, black, gray, white, or red trunks, board shorts, swimsuits, sweatpants
    - no basketball shorts
- ❖ Sandals, flip flops, deck or aqua shoes
  - No slippers, crocs, or other shoes that are slippery on the deck surface or would limit response time in the event of a rescue
  - Tennis shoes may be worn provided that you demonstrate that you can perform a rescue while wearing them.
- ❖ Whistle
- ❖ Rescue Pack
  - Pocket mask; zip-lock bag with gloves, Band-Aids, and gauze.

## **4:3 ~ Guarding Methods:**

While you are on stand you are expected to guard in a specific method. Each method will depend on how many guards are in rotation.

- ❖ 1 guard up = Sit/Stand/Stroll Method
  - Alternate between sitting, standing, and roving for the entire shift
- ❖ 2 guards up = Sit/Stand/Stroll Method – rotating stations
  - Alternate between sitting, standing, and roving for the entire shift
- ❖ 3 guards up = Position 1-in stand by slide; Position 2-in stand at deep end –Position 3 rove
  - Alternate between sitting, standing, and roving for the entire shift
- ❖ 4 guards up = Positions 1 & 2-in stands; Positions 3 in shallow end & 4-rove
- ❖ 5 guards up = same as 4 guards up with an additional guard on the deck roving
- ❖ ***When up 3, 4, or 5 guards, the in-stand position must still use the sit/stand/rove technique, omitting the rove portion and alternate sitting and standing while in the guard chair/deck chair.***

#### 4:4 ~ Scanning:

Effective scanning requires you to deliberately and actively observe swimmers' behaviors and look for signals that someone needs help. You must actively scan all patrons in your coverage area, regardless of what activities are taking place in the pool. While scanning your coverage area, you can use any scanning method you have been trained in as long as it provides effective patron surveillance. **At the very minimum your scan should include coverage of the entire pool or zone (above and below the surface) and should take less than 15 seconds.**

#### 4:5 ~ Rotations:

Rotation increments are set at either 30 or 45 minutes and are specified depending on the time of day and the programs that might be running in the pool at the time. Our patron-to-guard ratio is 20/1, however there are various times when we will guard outside of this ratio.

- ❖ During swim lessons, we always guard with 1 guards on stand, even when there is less than 20 patrons in the pool
- ❖ When there are 3 or more guards on the schedule, the expectation is that we are guarding with 2 guards on stand, even if there are less than 20 patrons in the pool
- ❖ Ask for help if you feel that you cannot provide adequate coverage alone, even if there are less than 20 people in the pool

During down times when no one is in the pool, guard staff is still expected to follow the specified rotation which means that you might be guarding an empty pool. While in guard rotation you are expected to perform a proper rotation every time you rotate. The proper rotation technique is listed below and will also be shown to you during your orientation.

- ❖ Start your rotation a minute or two early so that the last rotating guard is down on time
- ❖ Exit the guard office with your tube, and begin to lap the pool
  - The direction of your lap depends on what chair/station you are rotating to; do not be concerned with where the other guard is currently stationed.
    - If you are rotating to the deep end chair - start your lap to the left towards the locker rooms, check the steam room, walk past the baby pool area and end your lap at the deep end chair
    - If you are rotating to the shallow chair - start your lap to the right towards the slide, walk around the deep end and baby pool, ending your lap at the shallow chair
- ❖ **While walking around the deck, scan the water from the bottom of the pool to the top and take note of how many patrons are in the water and anything you find on the bottom of the pool.**

#### *Lingering:*

*Lingering is when you allow your scan to stop momentarily to observe a specific patron or situation.*

*Lingering can be one of the best preventative methods a guard can use but needs to be used in a manner that doesn't neglect the rest of the patrons within that guard's coverage area.*

*If you spot a suspicious activity or are uncertain about a patron's safety, you may linger your gaze for no longer than necessary. If the activity hasn't corrected itself or the patron hasn't resumed a safe or normal position in the water and you are still unsure about the situation, resume your scan to quickly cover the rest of your zone and then go back to the patron or activity to check on the situation. If the activity hasn't been resolved or you are still unsure about the patron, take action by either correcting the situation or going in for a rescue.*

#### **4:6 ~ Rotation Technique:**

How you relieve the guard on stand is your rotation technique. This technique must be performed in a specific way in order to provide efficient coverage of the pool while guards are changing positions. There are 2 different ways to execute this technique and they are dependent upon how the on-stand guard is guarding.

- ❖ **To rotate a guard that is in a standing position**
  - Take a position next to the guard
  - Scan the zone to provide coverage while discussing any issues such as patrons that are in need of closer surveillance or have been given warnings about not following pool rules
  - Once the discussion has ended, make one initial scan of the pool then let the other guard know that you are okay and ready to assume full responsibility of the coverage zone.
- ❖ **To rotate a guard that is in a sitting position**
  - Take a position on the side of the lifeguard stand
  - Scan the zone to provide coverage while discussing any issues such as patrons that need closer surveillance or have been given warnings about not following pool rules
  - Continue to scan the zone to provide full coverage while they climb down from the stand
  - They will then resume coverage of the pool while you climb up on stand and get situated
  - Once you are situated, make one initial scan of the pool then let the other guard know that you are okay and ready to assume full responsibility of the coverage zone.

#### **4:7 ~ Coverage Zones**

A coverage zone is the area that you are supposed to scan while on stand. Coverage zones change in accordance with how many guards are in rotation, where each guard is stationed, and how many patrons are using the pool. For instance, if you are the only guard on stand your zone is the entire pool. If there are 2 guards on stand, your zone would be most likely be half of the pool (depending on where the other guard is stationed). While scanning it is okay to occasionally glance over to another guard's zone, but you should never neglect your own zone. It would be acceptable to help scan another guard's zone if your zone happened to be empty or if your zone had a minimal amount of people in it and you could efficiently scan both zones without jeopardizing the safety of the people in your coverage area. Since the nature of zone coverage can change at a moment's notice, specified zones are designed as a guideline but can be adapted as necessary to provide the safest and most efficient coverage depending on pool usage.

#### **4:8 ~ Whistle Commands:**

- ❖ One short blast = to get the attention of a patron
- ❖ Two quick blasts = to get the attention of another guard, or another employee.
- ❖ ONE long blasts = to clear the pool for any reason (Emergencies, rescues, break, close of day, etc.)

#### **4:9 ~ Deck Guarding:**

Deck guarding is a method of guarding that is done while guarding from one of the deck chairs. This guarding method is the **least effective** method of guarding as it server limits a guards view to the bottom of the pool. There are a few instances where deck guarding is allowed but deck guarding is strictly prohibited at all other times. A guard may deck guard when:

- ❖ They are guarding an empty pool during their rotation
- ❖ They are guarding a private lesson and the instructor and lesson participant are the only people in the water

While deck guarding, you are required to have a tube with you and have the strap on. This requirement will keep you prepared and ready to guard in the event that a patron enters the pool or you need to make a rescue

## **4:10 ~ Rule Enforcement:**

As a lifeguard, it is your responsibility to enforce pool policies and rules among patrons and other staff members. Here are some methods of rule enforcement that will make it easier for you to successfully interact with patrons while maintaining a consistent method of rule enforcement.

### **❖ When a patron is breaking a rule:**

- **The 1st time:** Blow your whistle; indicate that the patron is breaking a rule and they must stop immediately or they will be asked to sit out
  - ***Remember! Practice positive discipline—Please and Thank you!***
- **The 2nd time:** Blow your whistle; indicate that the patron has broken the rule again and that they must sit out for 5-10 minutes (time is up to the discretion of the lifeguard). Upon letting the patron back into the water, warn them that if they break the rule again they will be asked to leave the pool for the day.
  - ***Educate – don't dictate. Be sure the patron understands the rule and why it is unsafe or inappropriate***
- **The 3<sup>rd</sup> time:** Blow your whistle; tell the patron that they must leave the pool area for breaking the pool rules.
  - Fill out an incident report.
  - An incident report must be filled out anytime a patron is asked to leave the pool area
  - Lifeguards may only kick a patron out of the pool area only. They do not have the authority to kick someone out of the facility.
    - The BPRD Aquatics Coordinator may eject patrons from the facility for an extended period of time with the approval of the BPRD Executive Director and/or the Board of Directors
    - Minor infractions, which include but are not limited to running, sitting on ropes, going head first down the slide do NOT constitute ejecting the patron *beyond that business day.*

### **❖ If the patron is breaking different rules:**

- On their second offense make them go read the pool rules while they are sitting out. When you let them back into the water, ask them if they have any questions about the rules and clarify that they will be kicked out of the pool area if they break any other rules; not just the one they previously broke

### **❖ If a patron uses profane language while you are addressing them**

- Kick them out of the pool area. Explain that their behavior/use of language is unacceptable and they need to leave the pool area for the day
- Again, a guard may ask them to leave the pool only
- Fill out an incident report

### **❖ If the patron refuses to leave the pool area:**

- Notify a head guard or supervisor on staff
- If a supervisor is not available, please call the aquatics coordinator.
- If the patron still refuses to leave the pool area after being spoken to by both a head guard and supervisor (if available), call the police

○ **4:11 ~ Pool, Slide, and Steamroom Rules**

**Slide Rules**

- ❖ In order to use the slide patrons must meet the height requirement (48in). If under 48 inches a swim test must be passed.
- ❖ One person at a time.
- ❖ Feet first only
- ❖ Wait until the previous slider has cleared the splash down area before sliding.
- ❖ All participants must leave the splash down area immediately.
- ❖ Parents may not catch their children at bottom of slide.
- ❖ Do not stop in the slide.
- ❖ To prevent flooding, please avoid sitting in the slide well
- ❖ Walk up the stairs; please do not run.
- ❖ No play equipment or floatation devices allowed on slide
- ❖ The slide is available for use during open swim times.

**Steam Room Rules**

- ❖ Individuals using the steam room must be 14 years of age or older
- ❖ Please shower before entering the steam room
- ❖ Pregnant women and persons with medical conditions should not enter the steam room without medical consultation
- ❖ Do not exceed 15 minutes in the heat. Long exposure may result in nausea, dizziness, or fainting
- ❖ No shaving
- ❖ Swim cover ups, towels, t-shirts, and shorts may be worn over your swim wear
- ❖ No street clothes or tennis shoes allowed
- ❖ Use of oils, lotions, or other scented products is prohibited

**Pool Rules**

- ❖ Instructions from the lifeguard must be obeyed at all times.
- ❖ A chaperone (12 years or older) must accompany children 5 and younger into the water and within arm's reach of the child at all times.
- ❖ Children ages 6-11 must be under the supervision of a person age 12 or older.
- ❖ A swim test must be passed by any patron wishing to swim in the deep end regardless of age
  - The purpose of a swim test is to ensure that any swimmer utilizing the slide or deep end has efficient enough skill to do so safely
  - A swim test consists of having the patron swim a width of the pool without stopping. They must use a proficient stroke such as front crawl or breast stroke and demonstrate swimming efficiency
  - If you are unsure of their ability or efficiency, you can ask them to swim 2 widths of the pool so that you may better judge whether are a strong enough swimmer.
- ❖ All swimmers must wear appropriate swim attire. Children who are not toilet trained must wear swim diapers
- ❖ Changing clothes on deck is prohibited.
- ❖ Water-Wings are not permitted. Lifejackets are allowed as long as they are removable and an adult is within arm's reach of the child at all times (swimsuits with inserted jackets are not acceptable).
- ❖ Acceptable personal flotation devices are noodles, kickboards and infant inflatable's with a seat in the bottom. Flotation devices are not allowed in the deep end of the pool.
- ❖ Beach ball, other soft balls, dive sticks and other small toys are allowed in the pool area; however use of items is up to the discretion of the lifeguard.
- ❖ Use of aquatic equipment is not allowed during open swim times.
- ❖ Running or horseplay in the pool area is not permitted.
- ❖ All swimmers must shower before entering the pool area.
- ❖ Food, drinks, gum and glass containers are not allowed in the pool area

# *Employee Policies*

## *Section 5*

*At all times, Bennett Park and Recreation District guards should be.....*

# Prepared

- ~ you are rescue ready at all times*
- ~ you are alert, focused, and prepared to respond to an emergency at any time*
- ~ you are where you are supposed to be, doing what you are supposed to be doing*

# Preventative

- ~ you take every step to prevent accidents and incidents from occurring*
- ~ you are considerate and caring about the community you are protecting*

# Professional

- ~ you make every effort to provide excellent customer service*
- ~ you represent yourself and your team in a positive image*
- ~ you take your job and responsibilities seriously*

## 5:1 ~ Staff Expectations

In addition to the responsibilities outlined in your job description and the expectations outlined above, you are expected to comply with the following expectations: *(see appendix 1 for a copy of your job description)*

- ❖ Arrive and be ready to guard 15 minutes prior to the start of your shift. For example:
  - If your shift starts at 9:00am, arrive by 8:45am
  - Have your uniform on and provide for all personal needs prior to the start time of your shift
  - Be rescue ready and prepared to rotate by 9:00am
- ❖ Do not leave until your shift is over and the next shift has arrived (if applicable)
- ❖ All employees are required to notify the aquatics coordinator of any changes to their scheduled or expected attendance at work. This includes being late, inability to work a scheduled shift, leaving early, and swapping or subbing shifts.
- ❖ All aquatic staff members must have pre-approval before subbing any scheduled shift
- ❖ Employees must know and enforce all pool rules and are also expected to abide by them
- ❖ Leaving the building during your shift is prohibited. Please plan accordingly.\*
- ❖ At length conversations while guarding are not allowed and strictly enforced.
- ❖ Maintain current knowledge and certifications – please make sure Aquatics Coordinator has current copies of your certifications
- ❖ Maintain a physical conditioning level sufficient enough to perform all required rescues, maintenance tasks, and any other assigned duties.
- ❖ Friends and family are not allowed in the guard office or on/around the lifeguard stands at any time
- ❖ You are not allowed to workout, play basketball, use the steam room, or participate in any other type of recreation activity, besides swimming, while on duty.
- ❖ Use of cell phones, MP3 players, or portable game units is not allowed while on stand. You must be alert and prepared to respond in the event of an emergency.
  - During your down shift:
    - You may use your cell phone provided you keep your conversations short. Use of phones on the pool deck is prohibited.
    - Use of MP3 players is limited to one ear plug in only and a volume level low enough to hear a whistle blow.
    - Use of game units is not allowed
    - Laptops and handheld devices are to be used for studying or school work only. Watching movies or videos and use of internet is strictly prohibited.
- ❖ Smoking breaks are allowed but must be taken in the designated smoking area located at the southwest exit door, to the back of the building. **DO NOT THROW YOUR CIGARETTE BUTTS ON THE GROUND**, please dispose of them properly.
- ❖ If you must leave the guard office for any reason, please inform staff on deck, prior to leaving so that they can provide back-up coverage in your absence.
- ❖ Time off or subbing of shift will not be approved for tattoos. Any staff member that chooses to get tattooed while they are scheduled to work will still be expected to meet all expectations including teaching swim lessons, attending and participating during in-service trainings, and pool maintenance duties.

\*Those scheduled for an 8-hour shift may leave the building for lunch for up to 30 minutes provided they notify a supervisor, clock out for the time they are gone and have someone filling in for them until they return.

## **5:2 ~ In-services:**

In order to keep current on skills, stay physically conditioned, and be rescue ready, you are required to attend a mandatory in-service every quarter. During in-services we practice skills, run thru emergency scenarios, have staff discussions, do team building exercises and have fun! You will be excused from missing only one in-service per year. Any additional missed in-services will result in disciplinary action, up to and including termination, depending on the extent of the absences. The in-service calendar is put out in December for the following year. (*Example: The 2014 in-service calendar will be put out in December of 2013*). Because the calendars are put out with plenty of advanced notice, it is imperative that you plan your weekends accordingly. If you cannot attend an in-service you must set up a meeting with the aquatics director to discuss what was missed and to practice any skills or scenarios that were scheduled for the in-service.

As an extended part of in-services, you will also be required to swim 500yds once a month. Only the aquatics director can sign off on your yards for the month. Anyone that owes 3500 yards or more will not be given any hours or be allowed to sub, and will remain off the schedule until all owed yards are made up. Besides swimming 500 yards, other options to complete this requirement are:

- 1000yds walking
- 30mins treading water (continuously)
- 15mins treading w/ brick (total tread time)
- Teaching swim lessons levels 4 & 5 (250yds)
- Participate in an aqua aerobics class

## **5:3 ~ Audits:**

At any given time, you can be audited or given a random skills check. Audits and random skill checks will cover scanning, on-stand performance, emergency care, rescue skills, rotation technique, and lifeguarding concepts and risk assessment. Audits may be given in the form of a written or oral exam, an observation, or practical demonstration. Please be advised some that practical demonstrations are designed to mimic actual scenarios and, depending on the scenario, you will be required to make a rescue, activate the EAP, or perform CPR. While you should be prepared and ready to go for anything at any time, you should be well informed about red caps drills and VAT's.

## **5:4 ~ Red Cap Drills**

A Red Cap drill is a type of audit primarily used for rescue skills and scanning training. At the designated time assigned by the aquatics director for your red cap audit, a person with a red swim cap will enter the water or pool area. This individual might be a patron, a staff member, a supervisor, or any other individual that is cleared to participate in this drill. Once the red capped person exhibits signs of distress, you must respond immediately. Your response could include making an active rescue, performing first aid or CPR, or any other type of emergency response or rescue technique that you have been trained for. You are expected to treat this like a real life situation, even if the red capped person is a staff member, so your best effort is required. Once you have initiated your course of action, continue to perform until a supervisor informs you that your audit is complete.

## **5:5 ~ Vigilance Awareness Training (VAT's)**

Randomly throughout the year, shadow dolls will be dropped into the pool. Drops will be unannounced and can happen during any month, any shift, and any time throughout the day. Drops are made with the intent of helping to train you to be constantly aware of what is in your coverage zone and to help you develop effective scanning techniques. If a “drop” happens while you are on stand, follow these steps:

- ❖ Immediately after you spot the doll, double whistle to get the attention of a head guard, aquatics assistant, or aquatics coordinator.
- ❖ Point to the location of the doll and state that you have found it
- ❖ Resume scanning your area
- ❖ It should take no longer than 30 seconds for you to recognize an object on the bottom of the pool.
- ❖ Do not alert other guards to the location of the doll, especially during a shift change
- ❖ The person notified will document the time and how long it took for you to find the doll.

If you miss a drop or it takes you longer than 2 minutes to recognize the doll, the following steps will be taken:

- ✓ 1 missed drop = required to meet with the Aquatic Coordinator to discuss your performance and expectations for effective scanning and vigilant surveillance.
- ✓ 2 missed drops = required to meet with the Aquatics Coordinator to discuss the importance of effective scanning, methods for vigilant surveillance, and to develop a plan that will aid you in improving your performance and development of effective scanning techniques. Additional disciplinary action might be applied depending on the severity of your missed drops (i.e. if you completely missed each drop vs. 3-minute recognition times for each drop).
- ✓ 3 missed drops = subject for further disciplinary action. This could include being taken off the schedule for a select number of hours, being placed on probation, or could lead to termination from your position.

## **5:6 ~ Schedules:**

Schedules are created in intervals, usually lasting for a period between 2 - 4 weeks. There are different shift hours throughout the day that you can request to work. You may request a maximum of 32 hours per week, although this is not guaranteed. Shifts are given based on seniority and availability.

## **5:7 ~ Pay periods:**

Pay periods are two weeks in length and paydays are every other Friday. Your pay period will begin on a Sunday and end on Saturday. You must clock into TrackSmart (located on blue computer located in employee area) to track your hours worked. You will not be paid for time you are not clocked in. Please ensure you are paid correctly, and clock in daily for your shifts. If you have any questions regarding TrackSmart contact the Aquatics Coordinator.

Your paycheck will be distributed on every other Friday. For specific pay dates please ask the Aquatics Coordinator.

## **5:8 ~ Timeclock:**

During your orientation, you will be shown the TrackSmart Time Keeper and will practice clocking in/out. Please follow these guidelines when filling out your timesheet.

- ❖ It is your responsibility to make sure you have completed your time. If you fail to do so, you will either be shorted hours or not paid at all.
- ❖ If a mistake is made, tell the aquatics coordinator so it can be addressed promptly.
- ❖ Make sure you are clocking into the correct department and noting what activity you are doing while here, i.e. Chemicals, open swim, pool party, class, etc. Failure to do so could result in missed hours and pay.
- ❖ No staff member should work over 40 hours per work week (Monday to Saturday) unless pre-approved by a Aquatic Coordinator or Executive Director.

## **5:9 ~ Absence from Work:**

If you need to take a day off\*, you can “offer up” your shift. If you need to take a day off but do not want to lose hours, you may swap a shift with another staff member.

After you have tried all possibilities, if you are still having trouble finding a sub, you may ask the aquatic coordinator for help. If no sub can be found, and you were not given permission to take the day off, you will still be responsible for working your shift. If you do not show, it will be counted as a no call/no show and will result in further disciplinary, up to and including termination.

*\*Time off or subbing shifts will not be approved for tattoos. Any staff member that gets a tattoo while they are scheduled to work will still be expected to meet all expectations including teaching swim lessons, attending and participating during in-service trainings, and pool maintenance duties.*

If you cannot report to work due to sudden illness notify the aquatic coordinator as soon as possible. Once you have notified the aquatic coordinator, you must make all efforts possible to get a substitute. Once you have found a sub, notify the aquatics director of your absence from work. If the head guard, aquatic coordinator or executive director cannot be reached you must immediately notify the front desk staff.

## **5:10 ~ Annual Reviews**

All employees are reviewed on an annual basis. Each employee’s job performance review will start from their original date of hire and end the same day each following year. Employees are reviewed on teamwork, communication, respect, honesty/integrity, community, competence and knowledge, achievement, and creativity/innovation. Reviews are completed in 2 parts; a self-evaluation, in which you review yourself, and a Coordinators’ review, in which the aquatics coordinator reviews you. The aquatics coordinator will notify you when your evaluation is due. You will need to complete the self-evaluated review and turn it in approximately 2 weeks prior to the due date. Once you have turned it in, the aquatics coordinator will schedule a time to meet with you to review your evaluation. Ratings are Exceptional, Superior, Solid Performer, Needs Improvement and Unsatisfactory.

### **5:11 ~ Disciplinary Issues:**

If an employee fails to meet standards and expectations, disciplinary action may be taken. Each issue will be evaluated on an individual basis. Disciplinary actions include verbal warnings, written warnings, a performance improvement plan, suspension, and/or termination.

- ❖ Verbal warnings may be given for:
  - Arriving late for your shift without calling ahead
  - Performing maintenance ineffectively or not performing tasks
  - Public displays of affection
  - Unprofessional activities
  - Not enforcing pool rules immediately or effectively
- ❖ Written warnings may be given for:
  - No show/no calls
  - Numerous verbal warnings
  - Excessive tardiness
  - Failure to meet and uphold employee expectations
  - Violation of contract agreement
- ❖ Performance improvement plans may be given for:
  - Continual disciplinary issues
  - Consistent negative performance

### **5:12 ~ Resignation:**

An employee desiring to resign his/her position in good standing shall submit a written resignation to the aquatics coordinator at least two weeks prior to the effective date of such resignation, giving a reason for his/her planned departure and the proposed effective date.

### **5:13 ~ Termination:**

All employees are at will employees and are terminable at will. Employees may be dismissed without cause, at the sole discretion of and upon notice from Aquatic Coordinator with the approval of the Bennett Park and Recreation District Executive Director.

### **5:14 ~ Workers Compensation:**

In the event that you are injured on the job, you must notify a coordinator or supervisor **immediately**, or as soon as reasonably possible to his/her supervisor and complete the **Employees Written Notice of Injury to Employer Form, HIPAA Compliant Authorization for Release of Medial Information, and the Designated Medical Provider List.** Notifications may be given to the aquatics coordinator. Forms can be found in either the lifeguard office or in the administration office. Further instructions will be given from a coordinator or supervisor once you have made the initial notification.

If the employee refuses medical treatment, the employee must complete the Refusal for Medical Treatment Release Form.

### **5:15 ~ Sexual Harassment & Discrimination:**

Bennett Park and Recreation District (BPRD) is committed to providing a work environment free of discrimination and recognizes the value of diversity among employees. BPRD strives to create and maintain an environment that naturally enables all employees to contribute to their full potential in pursuit of organizational goals and directives. This policy provides equal opportunities for individuals who work for, or are seeking employment with, BPRD, and specifically prohibits harassment or discrimination based on any employee's sex, race, color, religion, national origin, age, disability, or any other basis prohibited by law. Accordingly, BPRD has established a reporting system, which allows for a discreet investigation of complaints. The process is designed to address the needs of the complainant, respondent, and BPRD. A report of sexual harassment or other unlawful harassment is essential to the resolution of the problem. In the absence of a report, BPRD cannot undertake the measures set forth below to address the conduct.

# *Aquatics Programs*

## *Section 6*

## **6:1 ~ Swimming Lessons:**

*(The following is a very basic description of our swim lesson program. For a detailed description, including lesson plans, class descriptions, teaching tips and more, please refer to our current brochure).* All instructors are able to choose if they would like to volunteer to teach lessons at any time. Please get confirmation and approval from the Aquatics Coordinator. Class sessions, levels, and times are decided upon by the aquatics director and vary from season to season.

- **Parent-tot:**
  - Ages 4 months – 2 years old.
- **Adult**
  - Ages 13 and above
- **Level 1 through Level 5**
  - Ages 3-5 years are pre-school
  - Ages 6-12 years are LTS
- **CARA Swim Team**
  - Fall and Winter; ages 8-17

If a patron is unsure about what level to place their child in, they may come in for a swim assessment at any time. Any instructor or the aquatics coordinator can give a swim assessment. To give a swim assessment use the skill sheet that outlines our lesson curriculum (*see appendix 3*). Test the child to see what skills they can do. When they reach a skill level where they are unable to complete all skills comfortably, stop the assessment and place them in that skill level.

## **6:2 ~ Swim Lesson Registration:**

Patrons may register 2 different ways - walk-in, or by phone. Registration dates and times are set-up so that patrons may only register for one session at a time. This is to ensure available spots for continuing swimmers and proper class placement. Swim lesson registration dates vary depending on class session dates. Patrons must register for classes by the pre-set “last day” registration date. All late registrations must be approved by the Aquatics Coordinator. All lessons must be paid for before scheduling.

## **6:3 ~ Private and Semiprivate Swim Lessons**

Private swim lessons are a big part of our lesson program. Any instructor is eligible to teach a private lesson provided they have the time and willingness to do so. Please note that instructors do not get paid to guard and teach a private lesson at the same time. To get started teaching private lessons, see the aquatics coordinator with any questions.

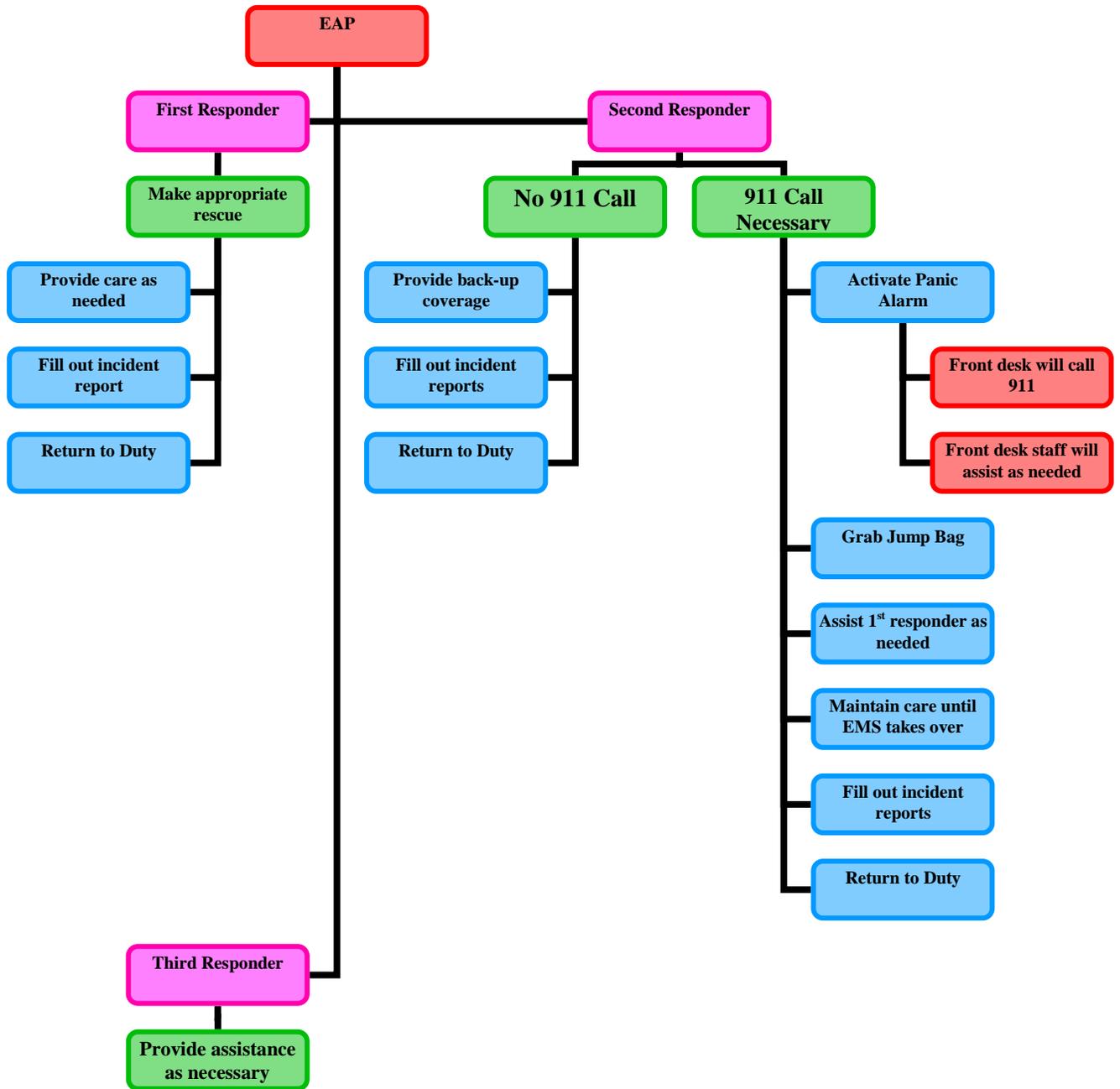
## **6:3 ~ Instructor Responsibilities:**

- ❖ Be on time for all prearranged lesson times
- ❖ Keep track of your scheduled lessons
  - *Helps you plan accordingly so that you can be on time and prepared for your lessons*
- ❖ Teach a quality lesson that meets the needs and goals of the client and also meets the professional standards of a BPRD employee and Aquatics Team Member
- ❖ Maintain open communication with the client
  - *Return calls or other correspondence in a timely manner*
  - *If you are unable to make it to your scheduled lesson*
    - *Call the client immediately to reschedule*
    - *Call the aquatics assistant or aquatics coordinator to notify them about the missed lesson*
- ❖ Complete all prearranged lessons
  - *Once lessons have been completed, reassess the client; determine if you have met their goal or need and discuss options for continued lessons*

# Emergency Procedures

## *Section 7*

# Emergency Action Procedure



### **First Responder:**

The first responder is the guard that notices an emergency and activates the EAP. The first responder will make one long whistle blast to alert other guards that there is an emergency. Once they have activated the EAP by blowing their whistle, they will make the appropriate rescue. Appropriate rescues are any action that is required for the situation and include but are not limited to:

- |                         |                    |
|-------------------------|--------------------|
| ❖ Active Victim         | ❖ CPR              |
| ❖ Passive Victim        | ❖ Rescue breathing |
| ❖ Submerged Victim      | ❖ First Aid        |
| ❖ Distressed Swimmer    | ❖ Cardiac Arrest   |
| ❖ Spinal Management     | ❖ Seizure          |
| ❖ Slip and Fall on deck | ❖ Stroke           |

### **Second Responder:**

The second responder is any aquatics staff member, whether they are on deck, on break, guarding, or instructing, that is available to respond to the alert from the first responder. Once the second responder has been alerted to an emergency situation by the first responder, they must act in one of two ways.

#### **NO 911 Call –**

After responding to the whistle blow, you must assess the situation. If it is a situation where your assistance is not needed (active victim, distressed swimmer, or certain first aid scenarios), your responsibility is to:

- Provide coverage and scanning of the swimming pool in place of the first responder to ensure the safety of the other patrons
- While scanning, carefully watch the first responder to see if there is any change in the emergency situation or your assistance becomes necessary.
- Remain on stand until the next rotation or the first responder is ready to resume their guarding position
- Fill out an incident report or assist the first responder in completing their incident report
- Return to duty

## **YES - 911 Call** –

After responding to the whistle blow, you must assess the situation. If it is a situation where your assistance is needed (PASSIVE victim, VERY distressed swimmer, or certain EMERGENCY first aid scenarios), your responsibility is to:

- **Grab the Jump Bag**
  - The jump bag contains first aid kit, bag valve masks, a pocket mask, towels and a blanket, essentially everything you will need to provide care for your victim
  - Get the AED from the hallway by the front desk
- **Provide any care necessary**
  - This includes but is not limited to:
    - Assisting with back-boarding
    - Two-person CPR
    - Getting the AED out and ready
    - Using the BVM for rescue breathing
    - Any other care as needed
- **Do not stop providing care until:**
  - EMS arrives and takes over
  - Another trained rescuer takes over
  - You are too exhausted to continue
  - The scene becomes unsafe
- **Fill out an incident report**
  - Be as detailed as possible and be sure to attach a pool diagram
- **Return to duty**

## **Third Responder:**

The third responder is any other aquatic or facility staff that is available to respond and assist in the event of an emergency. All aquatic and facility staff that is trained in CPR/AED & First Aid should be able to assist in any situation. Third responder responsibilities include, but are not limited to:

- ❖ Help clear the pool and pool area
- ❖ Retrieve necessary equipment
- ❖ Assist with the rescue
- ❖ Assist in providing care
- ❖ Crowd control
- ❖ Incident reports
- ❖ Any other assistance that they have been trained to do and is in their scope of duty

# 7:1 ~ Individual Rescue Procedures

## 7:2-1 ~ Active Victim

	<b>911 call necessary</b> (Life threatening)	<b>No 911 call</b> (Non-life threatening)
<b>First Responder</b>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Make sure 911 has been called</li> <li>- Glove up</li> <li>- Provided appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Complete all paperwork</li> </ul>
<b>Second Responder</b>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Clear pool</li> <li>- Activate EAP</li> <li>- Get AED from hallway</li> <li>- Press OFF Button on pumps</li> <li>- Grab jump kit</li> <li>- Assist first responder in providing appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Provide back-up coverage</li> <li>- Complete all paperwork</li> <li>- Resume normal duties</li> </ul>
<b>Third Responder</b> (Front desk staff or additional guard staff)	<ul style="list-style-type: none"> <li>- Respond to panic alarm</li> <li>- Call 911</li> <li>- Assist first and second responders with appropriate care</li> <li>- Clear pool</li> <li>- Crowd control</li> <li>- Greet EMS when they arrive on scene</li> <li>- Talk to witnesses</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>
<b>Aquatics Assistant</b>	<ul style="list-style-type: none"> <li>- Begin calling chain of command until someone is reached</li> <li>- Assist in providing care if necessary</li> <li>- Debrief staff</li> <li>- Organize staff for re-opening</li> <li>- Check paperwork for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>- Check paperwork for accuracy</li> </ul>

## 7:2-2 ~ Passive Victim

	<b>911 call necessary</b> (Life threatening)	<b>No 911 call</b> (Non-life threatening)
<b>First Responder</b>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Make sure 911 has been called</li> <li>- Glove up</li> <li>- Provided appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Complete all paperwork</li> </ul>
<b>Second Responder</b>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Clear pool</li> <li>- Activate EAP</li> <li>- Press off button for pumps</li> <li>- Grab jump kit and backboard/tube</li> <li>- Glove up</li> <li>- Assist first responder in providing appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Provide back-up coverage</li> <li>- Complete all paperwork</li> <li>- Resume normal duties</li> </ul>
<b>Third Responder</b> (Front desk staff or additional guard staff)	<ul style="list-style-type: none"> <li>- Respond to all verbal requests</li> <li>- Call 911</li> <li>- Assist first and second responders with appropriate care</li> <li>- Clear pool</li> <li>- Crowd control</li> <li>- Greet EMS when they arrive on scene</li> <li>- Talk to witnesses</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>
<b>Aquatics Assistant</b>	<ul style="list-style-type: none"> <li>- Begin calling chain of command until someone is reached</li> <li>- Assist in providing care if necessary</li> <li>- Debrief staff</li> <li>- Organize staff for re-opening</li> <li>- Check paperwork for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>- Check paperwork for accuracy</li> </ul>

## 7:2-3 ~ Deck Injury

	<b>911 call necessary</b> (Life threatening)	<b>No 911 call</b> (Non-life threatening)
<b>First Responder</b>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make sure 911 has been called</li> <li>- Glove up</li> <li>- Provided appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Provide appropriate care</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>
<b>Second Responder</b>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Clear pool</li> <li>- Activate EAP</li> <li>- Grab jump kit</li> <li>- Assist first responder in providing appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Provide back-up coverage</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>
<b>Third Responder</b> (Front desk staff or additional guard staff)	<ul style="list-style-type: none"> <li>- Respond to panic alarm</li> <li>- Call 911</li> <li>- Assist first and second responders with appropriate care</li> <li>- Clear pool</li> <li>- Crowd control</li> <li>- Greet EMS when they arrive on scene</li> <li>- Talk to witnesses</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>
<b>Aquatics Assistant</b>	<ul style="list-style-type: none"> <li>- Begin calling chain of command until someone is reached</li> <li>- Assist in providing care if necessary</li> <li>- Debrief staff</li> <li>- Organize staff for re-opening</li> <li>- Check paperwork for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>- Check paperwork for accuracy</li> </ul>

## 7:2-4 ~ Backboard/Spinal Injury

	<b>911 call necessary</b> (Life threatening)	<b>No 911 call</b> (Non-life threatening)
<b>First Responder</b>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Make sure 911 has been called</li> <li>- Glove up</li> <li>- Provided appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- ONE long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Complete all paperwork</li> </ul>
<b>Second Responder</b>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Clear pool</li> <li>- Activate EAP</li> <li>- Grab jump kit and backboard</li> <li>- Glove up</li> <li>- Assist first responder in providing appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Provide back-up coverage</li> <li>- Complete all paperwork</li> <li>- Resume normal duties</li> </ul>
<b>Third Responder</b> (Front desk staff or additional guard staff)	<ul style="list-style-type: none"> <li>- Respond to panic alarm</li> <li>- Call 911</li> <li>- Assist first and second responders with appropriate care</li> <li>- Clear pool</li> <li>- Crowd control</li> <li>- Greet EMS when they arrive on scene</li> <li>- Talk to witnesses</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>
<b>Aquatics Assistant</b>	<ul style="list-style-type: none"> <li>- Begin calling chain of command until someone is reached</li> <li>- Assist in providing care if necessary</li> <li>- Debrief staff</li> <li>- Organize staff for re-opening</li> <li>- Check paperwork for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>- Check paperwork for accuracy</li> </ul>

## 7:2-5 ~ Sudden Illness:

	<b>911 call necessary</b> (Life threatening)	<b>No 911 call</b> (Non-life threatening)
<b>First Responder</b>	<ul style="list-style-type: none"> <li>- One long whistle blast</li> <li>- Make sure 911 has been called</li> <li>- Glove up</li> <li>- Provided appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- One long whistle blast</li> <li>- Make appropriate rescue</li> <li>- Complete all paperwork</li> </ul>
<b>Second Responder</b>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Clear pool</li> <li>- Activate EAP</li> <li>- Press panic alarm</li> <li>- Grab jump kit</li> <li>- Assist first responder in providing appropriate care</li> <li>- Maintain care until EMS arrives and takes over</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- Respond to whistle blast</li> <li>- Provide back-up coverage</li> <li>- Complete all paperwork</li> <li>- Resume normal duties</li> </ul>
<b>Third Responder</b> (Front desk staff or additional guard staff)	<ul style="list-style-type: none"> <li>- Respond to panic alarm</li> <li>- Call 911</li> <li>- Assist first and second responders with appropriate care</li> <li>- Clear pool</li> <li>- Crowd control</li> <li>- Greet EMS when they arrive on scene</li> <li>- Retrieve oxygen tank if requested</li> <li>- Talk to witnesses</li> <li>- Complete all paperwork</li> <li>- Return to duty</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>
<b>Aquatics Assistant</b>	<ul style="list-style-type: none"> <li>- Begin calling chain of command until someone is reached</li> <li>- Debrief staff</li> <li>- Organize staff for re-opening</li> <li>- Check paperwork for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>- Check paperwork for accuracy</li> </ul>

## **7:3 ~ Fire:**

If a fire alarm occurs evacuate immediately. It is everyone's responsibility to know the location of all fire alarm pulls and how they operate and be familiar with the evacuation map.

### **PLEASE SEEK EVACUATION MAP IN THE DIFFERENT AREAS THROUGHOUT THE RECREATION CENTER – THERE ARE EVACUATION MAPS IN EVERY ROOM THROUGHOUT THE FACILITY**

1. If fire or smoke is present, or you hear an explosion, activate a fire alarm pull and evacuate the building. Fire extinguishers are located throughout the building, but should only be used for minor instances.
2. In evacuation, use the door that is most accessible for that area of the building. The evacuation plan is set up to use the most appropriate exit; however, during a real fire, these exits may be blocked by fire or heavy smoke. In this case, use secondary exits.
3. When evacuating the building, the following Fire Evacuation Procedures should be followed:
  - Clear the pool
  - Grab evacuation jump bag located in the lifeguard office.
  - One lifeguard escorts all patrons out to the parking lot meeting place through the small glass door by pump room OR closest exit door
  - The other lifeguard stays by the locker rooms until a front desk staff has checked both locker rooms and reported them clear
  - Once the locker rooms are clear, the lifeguard will exit to the closest exit door
  - If patrons exit to the pool side of the locker rooms they should be escorted by the lifeguard out the small glass door to the meeting place in the parking lot
  - If a patron absolutely refuses to exit, inform them that this is for their own safety and they could potentially be fined
  - Staff is expected to make appropriate decisions that do not put their own safety at risk.
  - When your area has been evacuated and checked, notify the Aquatic Coordinator or Executive Director.

## **7:4 ~ Reporting a Suspicious Person:**

If any patron or staff member complains of a suspicious person the following procedures should be followed:

- ❖ If you witness suspicious behavior, either verbal or physical, notify a supervisor immediately.
- ❖ Inform the individual that the exhibited behavior is unacceptable and he/she will be asked to leave the premises if the behavior does not cease
- ❖ ***Do not jeopardize your own safety or the safety of those around by attempting to physically restrain any individual***
- ❖ If possible, obtain the name, address, phone number, and a description of the offender. Also obtain the same information for any witnesses.
- ❖ If an individual suspected of suspicious returns to the facility, notify a supervisor immediately
- ❖ Complete an Incident Report regarding the suspicious individual and their behavior within 24 hours of the occurrence
- ❖ If any patron is refusing to be dressed appropriately, please notify them that indecent exposure is punishable by law and that law enforcement will be called immediately.

### **7:5 ~ Concealed weapons and Gang Related Activity:**

If a patron is suspected of carrying a concealed weapon, do not detain, search or question the patron. Follow these steps:

- ❖ Do not attempt to confiscate the weapon
- ❖ Call 911 immediately and give a description of the patron, without alerting the patron. Notify a supervisor immediately after calling 911.
- ❖ Fill out an incident report regarding the situation

For any gang related issues, such as graffiti or known gang members hanging around the facility, call the non-emergency number to the police station and notify a supervisor immediately.

### **7:6 ~ Power Outages:**

In the event of a power outage, the pool area must be cleared. We cannot have patrons in the pool if our pump and filter system is not operational. Close the doors, retrieve flashlights from the guard office (if necessary), and help move guests to the lobby area. If the lights are still on in the facility and only the power grid is down, remain in the pool area until power is restored. Once power is restored, a head guard, aquatics director or maintenance, will perform any necessary pump room maintenance. Before allowing patrons back into the pool, the system must be operational and chemical readings must be taken. If all chems are within normal range, you may re-open the pool.

### **7:7 ~ Water Outages:**

In the event that the water has been turned off to the building we must close down the pool. The reason for this is because Colorado State law mandates that all patrons shower before entering the pool area. With no running water to the building, patrons cannot shower. Therefore, we must keep the pool closed until water has been restored to the building. Should this occur, politely ask all swimmers to exit the pool area. Explain that we will re-open once water has been restored. Once all patrons have cleared the deck, lock the pool entrance doors. Be sure to log the closure on the pool closure log. Once you have been notified by a supervisor that it is safe to re-open you may allow patrons back into the water.

### **7:8 ~ Inclement Weather:**

The Executive Director and the Aquatics Coordinator are the only two people that make the decision for a facility closure due to weather conditions. Typical facility closing procedures will be followed if the recreation center closes early due to weather conditions. If the building is closed you will be notified by a supervisor as soon as possible. Please plan on coming in for your shift until you have been notified otherwise.

#### **• Lightning**

- Even though we are an indoor facility, we do close for lightning. According to the National Lightning Institute: “Swimming pools are connected to a much larger surface area via underground water pipes, gas lines, electric and telephone wiring, etc. Lightning strikes to the ground anywhere on this metallic network may induce shocks elsewhere.”
- In the event of a lightning strike, please implement the following procedure:
  - If lightning strikes and is followed by thunder within a count between 6 to 15 seconds, close all pool doors and windows but continue to operate as normal.
  - If lightning strikes and is followed by thunder within a count of 5 seconds or less, close the pool and follow these steps:
    - Clear the pool and pool deck
    - Inform patrons that we are closing due to lightning and will reopen the pool when it is safe to do so

- **7:8 ~ Inclement Weather continued:**

- **Lightning**

- Lock the bathroom doors
- Keep the pool closed for 15 minutes.
- The pool is to remain closed for 15 minutes after each lightning strike that is followed by thunder within a count of 5 seconds or less
- Monitor the storm until the lightning ceases or the storm moves far enough away (10 second count or higher)
- Take a chemical reading
- Re-open the pool

- In cases of severe weather or an extensive storm all staff must to adhere to the guidelines listed above until further instructions are given by the Aquatic Coordinator or supervisor on staff. Only the Aquatics Coordinator has the authority to close the pool for an extended period of time due to weather.

- **Tornado:**

- ***A tornado watch means tornados are possible***

- When a tornado watch has been issued continue to operate the pool normally until either the storm passes or we are moved into a tornado warning

- ***A tornado warning means a tornado has been sighted.***

- When a tornado warning occurs an emergency siren will sound followed by instructions in English.
- Proceed with the following:
  - Clear the pool
  - Notify front desk of the situation.
  - An announcement will be made to alert patrons that we are in a tornado warning.
  - Patrons must move immediately to our tornado shelter area (men and women bathrooms) or they may leave the building.
  - Close and lock the pool gate, grab the walkie-talkie and flashlights from the guard office and report to the front desk
  - Lifeguards and front desk staff are responsible for keeping staff and patrons in the sheltered areas. Patrons entering the building will also be required to remain in a sheltered area until the warning is over.
  - The steam room is not a shelter area and should not be used during this time.
  - Front desk will announce when it is clear and the siren will sound an “all clear” announcement.

# **Appendix 1**

## **~ Job Descriptions ~**

# Life Guards:

## Responsibilities:

- **Safety of patrons and staff using the facility/pool**
  - Rule enforcement.
  - Maintenance.
  - Risk assessment and recognition.
  
- **Facilitate day-to-day operations of the pool**
  - Set rotation order for your shift.
    - Be sure to communicate whether it is a 30 or 45-minute rotation and also what type of coverage should be provided.
    - Make sure that rotations are happening timely.
      - This means exiting the guard office one or two minutes early. This ensures that the guard who is being rotated down gets a full down shift.
  - Make sure lessons are starting on time.
  - Make sure lane lines are being put in and taken out on time.
  - Make sure patron count is current and accurate.
  - Make sure cleaning/chores are being completed.
  - Facilitate swim tests when needed.
    - Make sure you have set the rotation so that you are all guards are on stand the start of open swim.
  
- **Leading safety talks to birthday party rentals or groups**
  - Meet with the person who booked the party at the beginning of the party.
    - Give them the welcome letter, pamphlet, and wristbands if needed.
    - Ask guest if they have any questions regarding pool rules or party expectations.
    - Ask patron if they informed their guests about adult to child ratios and swim attire.
  - Tell them you will meet them in the pool area to give the group a safety talk before they enter the pool and ask them to let you know when the group is ready to swim.
    - Talk to them in front of the pool so they can have a visual reference.
    - Be sure to stress the importance of showers and no gum or candy.
    - Go over slide use and other rules outlined in pool rules sheet.

## Jr. Life Guards:

Jr. Life Guards can be in training or certified as such. Jr. Life Guards are to facilitate the Life Guards on duty with patron counts, cleaning, bathroom checks, assisting patrons, and duties that Life guards have while assisting in non-emergency situations. Jr. Life guards make a commitment to get CPR training and have scheduled their Life guard certification course. Jr. Life Guards will never be in the pool area without the supervision of a certified Life Guard.

## **EMT's:**

EMT's must provide certification with training that has been completed within the last year of service. CPR and First Aid must be current. EMT's may be called upon from other areas of the Recreation Center if there is a head/neck/bone emergency. EMT's are to have the same expectations of Life Guards and initiate Life Guard Training Certification when schedule allows. EMT's are not Life Guard Certified and will never be in the pool area with without the supervision of a certified Life Guard.

## **Head Guards:**

- **Knowledge of basic pump room maintenance as required**
- Backwashing
- Vacuuming
- Strainer basket
- Making sure Chlorine barrel is full
- Checking acid room/changing over barrel if needed
- Heater issues
- Any troubleshooting within scope of duty
- **Completion of shift reports as necessary**
  - Shift reports must be submitted for every lead shift IF the following should occur!
    - If you are guarding a double shift, you may turn in one shift report at the end of your shift
    - Shift reports are required for every shift; even if you have notified the Aquatics Coordinator
    - Shift reports should include:
      - any safety concerns
      - Any maintenance concerns
        - Broken tiles, chore not completed for the day, etc
      - Staff issues
        - On time; performance during shift; interaction with patrons or peers, etc
      - Patron issues
      - Anything else that pertains to safe operations of the pool
- **Leading in-services**
  - A lead guard is expected to be able to lead a portion of in-services. This includes teaching rescue skills, running conditioning drills, and leading group discussions.
  - Assignments for leading in-services will be given by the Aquatics Coordinator.
- **Assisting with or performing audits**
  - As lead guard, you will be expected to assist with the monthly audits of staff. This could include playing victim for a rescue, helping set up red cap drills or circle audits, or even performing the audit yourself by observing rotation techniques, scanning efficiency, or shadow drops. When your assistance is needed you will be given specific instructions by the Aquatics Coordinator. Training will also be provided to ensure that you are accurately scoring and evaluating staff while auditing them.

## **Expectations:**

- **Provide general supervision and support of staff**
  - Did they show up on time?
  - Are they rotating on time?
  - Are they scanning effectively?
  - Are they sit/stand/strolling?
  - Are they talking excessively on stand?
  - Are they in proper uniform?
  - Did they complete assigned tasks for the day?
  - Providing support when they are enforcing pool rules
  - Listening to their concerns and advocating for them when necessary
  - If a guard is not meeting expectations or is refusing to do what is asked of them, they are to be dismissed for the day
  - Any issues are to be reported to the aquatic coordinator or aquatics assistant
  
- **Lead by example**
  - Show up 15 minutes prior to the start of your shift
  - Adhere to all employee policies and procedures
  - Lead guards should never owe weekly yards. Yards must be completed every week.
  - Guarding
    - Use of sit stand stroll method
    - Use proper rotation technique
    - Effective scanning
  - Customer service/patron interaction
    - Address customer complaints/questions
    - Try to educate the public rather than dictate
    - Friendly, professional, appropriate use of language, body posture, tone of voice, facial expressions
  - Solid knowledge of aquatic programs, hours, prices, etc.
    - Use resources to learn about facility costs, programs, and memberships
  - Appropriate use of time while on down shifts
    - Completing a maintenance tasks
    - Handing out wristbands
    - Controlled conversations and appropriate language
  
- **Maintenance**
  - It is the responsibility of the head guard to make sure that the assigned maintenance tasks for their shift have been completed
  - Head guards may delegate tasks as they see fit, as long as they are also personally completing a portion of the tasks. The Head guard will be held accountable for completion of delegated tasks
  
- **Risk assessment and recognition**
  - Potential risks can come in many forms and can quickly turn into a major problem if not handled efficiently and effectively. While in the lead role, you are expected to be aware of what is going on in the pool, on deck, among staff at all times. This is to ensure that you can recognize potential risks or hazardous situation ahead of time and then correct them before they become an issue. Things to watch out for can include a puddle on the deck, a rusty piece of metal on the slide stairs, an open chemical container, a drowsy guard, a person that you suspect might be under the influence of drugs or alcohol, inflatable devices, a particularly bright day that is

causing major glare of the water, equipment that has been left out on deck, etc. As the Head Guard it is your job to look for risks such as these and any other issue that has the potential to cause harm to or jeopardize the safety of patrons or staff and correct them.

- **Make calls regarding pool rules**

- If it is a safety issue (diving in to the shallow end; running on deck, parent/child policies) do not bend on the rule
- If it is not a safety issue (use of noodles or balls in the pool; swim attire; allowing use of our equipment) use your judgment and make the call
- Involving the Aquatic Coordinator or Supervisor
  - If your efforts to handle a conflict or situation are not working or the patron persists in asking for a supervisor, defer to either the Aquatics Coordinator or the front desk staff. Once this point has been reached, the conflict or issues is now out of your hands and will be dealt with by the supervisor. The supervisor will follow the same steps that you have been trained to do; get all the information, consider all the circumstances and then make the call. Understand that they might not make the same call that you did but once you have involved a supervisor, the call is no longer yours to make and you must support their decision.

## **All Aquatic Employees:**

- **Showing up 15 minutes prior to the start of the shift**

- Get prepared to handle whatever is going on or coming up for that shift.
  - Talk to shift employees about what has been going on thru the day
  - Were there/are there any problems?
  - Did maintenance get completed from the prior shift
  - Is there a birthday party scheduled?
  - Are there groups coming in that day
- Get changed into uniform if necessary
  - Uniforms should consist of your guard shirt and board shorts or other acceptable bottoms.
    - Your guard shirt should be worn during a highlighted shift and only during a highlighted shift
    - If you are scheduled to guard but are not highlighted in red on the schedule you are not allowed to wear your Head guard shirt and must wear a normal guard shirt
- Establish rotations, number of guards up, and monitor throughout shift
  - A Head guard must be prepared for any number of people that utilize the pool (surprise groups or parties, a camp, etc.) and be able to adjust and adapt to the demand.
  - The Head guard should be able to specify whether guards are doing a 30 minute or 45 minute rotation and also identify the coverage area or zone for each guard on stand
  - A Head guard must know rotation options, utilizing the amount of guards on staff vs. the number of people in the pool
    - Ratio 20 people per 1 guard
      - During open rotation times, remember that even if there are less than 20 people in the pool, it is okay to go up 2 guards if you feel it is necessary.
        - ***An open rotation is when you have the ability to alter the amount of guards on stand***
          - Ex: during swim lessons we have 2 guards up at all times, even if there is less than 20 people in the pool
      - The expectation is that if there are 3 or 4 guards on duty, we are up 2 guards regardless of whether there are 20 people in the pool or not.

- If the amount of people in the pool requires all scheduled guards to be on deck:
    - Try to find an additional staff member that can come in to work
    - Have all guards go up on stand; guard for 45 minutes, then take a 15 minutes break, making sure that guards are rotating and switching stations every 15 minutes while on stand.
- **Safety breaks: 10 minutes to the hour – every hour**
  - Ensure that someone is deck guarding during safety breaks.
    - This person should be the guard until there is someone to relieve the position
  - Safety breaks should be taken during open swim hours. Exceptions to this are:
    - During fall/winter/spring with slower open swim times, if you have had less than 20 people you have the option to skip safety break
    - If you have been “one in/one out” for most of the time, safety break should be skipped
    - Additional safety breaks may be taken from during open swim hours if the lead guard feels it is necessary for safety concerns.
      - An overly crowded pool
      - An especially difficult crowd or non-rule abiding patrons
      - Short staffed
      - Any other situation that might arise that constitutes concern
- **Closing slide during open swim**
  - Slide should be turned off no sooner than 2-3 minutes before safety break or end of open swim
    - If there is an extremely long line of people waiting to use the slide, have a down guard block of slide entrance and allow remaining riders to go down the slide.
  - Shutting down the slide as a punishment should never happen
    - Exceptions for this is:
      - if **every single** person in the pool has broken a slide rule numerous times and you have spoken with them regarding the rules at least once
      - if patrons have caused excess flooding and we need to squeegee the deck for standing water
- **When to notify a supervisor:** *Notifying a supervisor means that you are merely updating them on things that are going on in the pool area. This can be done by text, email, or in-person if your supervisor is in the building*
  - Anytime a patron specifically requests to speak to your supervisor and they are in the building
  - Anytime you have made a call to close the pool (lightening, fecal, vomit)
  - If you are short staffed and have tried all options for finding a sub
  - If there is an issue in the pump room that cannot be fixed by following the guidelines in the pump room troubleshooting guide
  - If you are unable to make it in for your shift or are going to be late
  - Anytime that you feel that you cannot handle the situation/issue yourself
- **When to call a supervisor:** *Calling a supervisor signifies an emergency or an issue that is outside or your training, knowledge, or scope of duty.*
  - Anytime 911 has been called in response to a pool related emergency
  - If you are short staffed and have tried all options for finding a sub
  - If there is an issue in the pump room that cannot be fixed by following the guidelines in the pump room troubleshooting guide
  - If you are unable to make it in for your shift or are going to be late
  - Anytime that you feel that you cannot handle the situation/issue yourself

## **Accountability:**

- **Arriving late:**

- 1x = verbal warning
- 2x = documented verbal warning
- 3x = formal write up
- 4x = final formal write up
- 5x = termination

- **Non-completion of daily maintenance:**

- If possible, guard will be required to stay after their scheduled shift has ended to complete the daily maintenance tasks.

- **In-service Attendance**

In-service calendars are put out a year in advance so staff is expected to plan weekends accordingly. Attendance at in-services is mandatory. All employees may be excused from missing only one in-service per year provided they have prior approval from the aquatics coordinator. Any additional missed in-services will result in disciplinary action, up to and including termination, depending on the extent of the absences.

# **Appendix 2**

## **~ Contacts ~**

**BPRD EMPLOYEE PHONE LIST:**

**Director**

Chris Raines 720-203-3465

**Office Manager**

Ronda Sergo 720-810-3748

1. Autumn Stuart 303-396-7439

2. Donna Sus 303-548-7380

3. Larry Silvestri 720-628-6030

**Athletic Coordinator**

Josh Poston 720-340-0427

Danielle Lahey 720-545-8162

**Senior Advisor/Community Relations**

Leila Schaub C 303-810-3021 H 303-644-5090

**CTC Facilitator Kiddy Korral**

Nicole Harrell –Supervisor 720-465-2109

1. Susan Harris 720-951-4663

2. Ashley Castor 720-365-5320

3. Kiarra Velazquez 303-862-1293

4. Olivia Benz 720-378-4178

**Aquatics Coordinator**

Autumn Stuart

1. Hanna Olin 303-877-0014

2. Sabrina Waddell 303-619-2116

3. Elizabeth Carlson 303-859-5415

4. Sam Goble 720-207-3007

5. Levi Rogers 720-202-9054

6. Kaitlin Erpenbeck 303-693-6211

7. Maitza Ramos 303-644-3481

8. Nathan Scoby 720-474-7653

9. Nicolas Williams 303-204-7915

10. Rosanna Sweeney 910-787-6171

11. Meleah Yates 720-498-8542

12. Maya Moreno 303-883-5771

**Facility Cleaning Crew**

Danielle Lahey

1. Sarah Merkel 720-579-3230

2. Annika Lindroth 720-810-8633

**Fitness Class Instructors**

1. Samantha Hacker 303-263-8093

2. Josh Poston 720-340-0427

**DO NOT GIVE OUT THESE NUMBERS UNLESS GIVEN PRIOR  
APPROVAL**

## Pool Rules and Why

- Instructions from the lifeguard must be obeyed at all times.
  - Why: The lifeguards responsibility is to ensure the safety of all patrons by preventing dangerous and unsafe activities and situations; therefore instructions from lifeguards must be obeyed.
- An adult 18 years or older must accompany children 5 and younger into the water and be within arms reach of the child at all times.
  - Why: Because younger children have no fear and little swimming abilities. They don't understand pool rules or that a behavior may be dangerous.
- Children ages 6-11 must be under the supervision of a person age 16 or older.
  - Why: Because children this young still require guidance, supervision and discipline.
- Swim test must be passed by any patron wishing to swim in the deep end regardless of age.
  - Why: Passing a swim test ensures that the patron has efficient swim skills and swim safely in the deep end and slide area. It also prevents mediocre and non-swimmers from getting into potentially dangerous situations.
- All swimmers must wear appropriate swim attire.
  - Why: Wearing shirts and loose clothing is heavy and creates drag which can be dangerous for those who are mediocre swimmers. Cotton fibers clog up our filters quickly, creating a concrete type substance that is costly to repair.
- Children who are not toilet trained must wear swim diapers
  - Why: If they have a fecal accident it will be contained and regular diapers disintegrate into millions of small particles that pollute the water.
- Changing clothes on deck is prohibited.
  - Why: It is inappropriate
  - Why: Water related illnesses are spread to others by doing these things.
- Water-Wings are not permitted. Lifejackets are allowed as long as they are removable and an adult is within arm's reach of the child at all times (swimsuits with inserted jackets are not acceptable).
  - Why: Water wings and flotation suits are dangerous because they give a false sense of security and should a child fall face down in the water they would be unable to right themselves.
- Acceptable personal flotation devices are noodles, kickboards and infant inflatable's with a seat in the bottom.
  - Why: These floatation devices must be used within arm's reach of an adult at all times.

- Floatation devices are not allowed in the deep end of the pool.
  - Why: If they lost contact with the device for any reason, they would be in danger if they couldn't swim well.
- Beach ball, other soft balls, dive sticks and other small toys are allowed in the pool area; however use of items is up to the discretion of the lifeguard.
  - Why: We want our patrons to have fun and enjoy themselves but we have the authority to restrict usage if the pool is crowded or they are using the toys inappropriately.
  - Some blow up accessories are too big for our pool and prohibit the guards to effectively see all patrons at all times.
- Use of aquatic equipment is not allowed during open swim times.
  - Why: Flotation equipment (kickboards, noodles, barbells, and hand weights) that is left out can be picked up by a non-swimmer which could be a potential dangerous situation if they get into an area where they can't touch the bottom
- Running or horseplay in the pool area is not permitted.
  - Why: It is slippery and they could fall and injury themselves
- All swimmers must shower before entering the pool area.
  - Why: Showering reduces the amount of bacteria that is introduced to the pool from sweat, lotion, perfume, cologne, deodorant, make-up, hair care products, and excess fecal matter and causes water related illness and cloudy water
- Food, drinks, gum and glass containers are not allowed in the pool area.
  - Why: Food or drinks that are spilled cause unsanitary conditions . Glass containers that are dropped will shatter resulting in pool closure so that we can clean up all glass and vacuum the pool
- In order to use the slide patrons must meet the height requirement (48in). If under 48 inches a swim test must be passed.
  - Why: There is a current at the bottom of the slide that the rider may have to swim against and may keep them from being able to touch the bottom. The height requirement and swim test reduce the risk of drowning in that area
- One person at a time.
  - Why: Person in back may land on top of front person or push them underwater upon exiting slide.
- Feet first only
  - Why: Riding head first is likely to cause rider to hit their head on the bottom of the pool upon exiting slide.

- Wait until the previous slider has cleared the splash down area before sliding.
  - Why: The second rider could hit the first rider and cause injury or land on them upon exiting slide.
- All participants must leave the splash down area immediately.
  - Why: To reduce the chance of a rider hitting someone lingering in the splash down area and potentially injuring them.
  - Why: The lifeguard needs a clear area to enter the water for a rescue, which are common in this area.
- Parents may not catch their children at bottom of slide.
  - Why: The catcher may not be able to catch the rider before they slip under water or are carried a different direction by the current.
- Do not stop in the slide.
  - Why: If a rider were to hit another rider that has stopped in the slide, there is the potential for extreme injury
- To prevent flooding, please avoid sitting in the slide well
  - Why: The flooding causes the stairs and deck to puddle with water which increases the risk of slip and falls. The excess water also causes rust.
- Walk up the stairs; please do not run.
  - Why: Participant could fall on wet surface
- No play equipment or floatation devices allowed on slide
  - Why: Floatation devices may come off upon exiting slide. Participants must be able to swim independently to ride.
- The slide is available for use during open swim times.

# **Appendix 4**

## **~ Acknowledgement ~**

Employee Expectations	Employee Initials
<ul style="list-style-type: none"> <li>• Arrive and be ready to guard at the starting time of your shift               <ul style="list-style-type: none"> <li>○ For example, if your shift starts at 9:00, you must be able to rotate at 9:00</li> <li>○ Have your uniform on and provide for all personal needs prior to this time</li> <li>○ Be rescue ready and prepared to rotate by 9:00am</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Do not leave until your shift is over, all of the maintenance tasks have been completed and initialed, you have permission to leave and the next shift has arrived if applicable</li> </ul>	
<ul style="list-style-type: none"> <li>• All employees are required to notify the Aquatic Coordinator or Front Desk of any changes to their Scheduled or expected attendance at work. This includes being late, inability to work a scheduled shift, leaving early, swapping, and subbing shifts.</li> </ul>	
<ul style="list-style-type: none"> <li>• All aquatic staff members must have pre-approval from the Aquatics Coordinator before subbing any scheduled shift</li> </ul>	
<ul style="list-style-type: none"> <li>• All employees must know all pool rules, enforce them, and are expected to abide by them as well</li> </ul>	
<ul style="list-style-type: none"> <li>• Leaving the building during your shift is prohibited. Please plan accordingly.</li> </ul>	
<ul style="list-style-type: none"> <li>• Talking to another guard while they are on stand is not allowed. You may discuss pool or patron issues, but do so briefly and make sure that both guards maintain vigilant coverage and scanning.</li> </ul>	
<ul style="list-style-type: none"> <li>• Maintain current knowledge and certifications – please make sure aquatic coordinator has current copies of your certifications</li> </ul>	
<ul style="list-style-type: none"> <li>• Maintain a physical conditioning level sufficient enough to perform any and all required rescues</li> </ul>	
<ul style="list-style-type: none"> <li>• Friends and family are not allowed in the guard office or on the lifeguard stand</li> </ul>	
<ul style="list-style-type: none"> <li>• You are not allowed to workout, play basketball, or participate in any other type of recreation activity while on duty</li> <li>• You are allowed to swim during your down time</li> </ul>	
<ul style="list-style-type: none"> <li>• Use of cell phones, MP3 players, or portable game units are not allowed while on stand. You must be alert and prepared to respond in the event of an emergency.</li> </ul>	
<ul style="list-style-type: none"> <li>• During your down shift:               <ul style="list-style-type: none"> <li>○ You may use your cell phone provided you keep your conversations short. Use of cell phones on the pool deck is prohibited.</li> <li>○ Use of MP3 players is limited to one ear plug in only and a volume level low enough to hear a whistle blow.</li> <li>○ Use of game units is not allowed</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Laptops and handheld devices are to be used for studying or school work only.</li> <li>• Watching movies or videos and use of internet is strictly prohibited.</li> </ul>	
<ul style="list-style-type: none"> <li>• Smoking breaks are allowed but must be taken in the designated smoking area located at the southwest exit door. <b>DISPOSE OF CIGARETTE BUTTS PROPERLY.</b></li> </ul>	
<ul style="list-style-type: none"> <li>• If you must leave the guard office for any reason, please inform the Aquatics Coordinator or Head Life Guard prior to leaving so that they can provide back-up coverage in your absence.</li> </ul>	

**Bennett Park and Recreation District**  
**455 S. 1<sup>st</sup> Street**  
**Bennett, Colorado 80102**  
**303.644.5040**

***Lifeguard / Head Guard / Instructor / Jr. Guard & EMT's***

I \_\_\_\_\_ :

- have read and understand all expectations, policies, and procedures outlined in the aquatics manual.
- am dedicated to the Bennett Park and Recreation District's, Aquatic Department, the Aquatics program, all customers and swim pool users, and my job.
- understand it is ***my responsibility*** to provide a safe environment for all persons utilizing the pool area by being ***rescue ready, preventative, proactive.***
- will uphold and abide by all rules and regulations, safety standards, and ***professional*** lifeguard / head guard/ instructors / Jr Guard & EMT's expectations, and help my peers meet and exceed professional expectations.
- will maintain a professional attitude and appearance while I am working or utilizing the facility.
- will be involved with what is going on the in pool and on the deck at all times when in the facility.
- will enforce all safety guidelines upon patrons, other staff members, and any other individuals while they are in my care.
- am aware that failure to meet these guidelines may result in being terminated from my position.

By signing this contract I am acknowledging that I understand all expectations of me as an employee of the Bennett Park and Recreation District and agree to immediately begin performing to the best of my ability 100% of the time.

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Aquatic Coordinator*