

Rockville Pool

Rockville Center

16238 Pouncey Tract Road, Rockville, Virginia 23146

www.RockvilleCenter.com

Rockville Pool Staff Handbook Summer 2018

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Dear Rockville Pool Staff Member:

Welcome to the Rockville Pool Staff! Our goal at the Rockville Pool is to provide safe, efficient, and friendly recreation facilities and services to each Rockville Center member and their guests. As a member of the Pool Staff, you play a key role in completing our mission. This manual has been created to help you better understand your responsibilities and the reasons for our rules and regulations.

Please familiarize yourself with its contents so that you will be better informed about your duties as a member of our Pool Staff Team. The duties of each member of the team will vary from actual lifesaving and water safety to swimming instructions, first aid, care and maintenance of equipment, cleaning and policing of areas, as well as public relations.

As a member of our team, we will expect you to treat your team members and the membership with a great deal of respect. Always conduct yourself in a professional manner. For the protection and safety of all who enter the facilities, consistently enforce all rules and regulations.

With your assistance, we are looking forward to an exciting, productive and rewarding summer!

Sincerely,

Misty Colgin
Pool Manager

The primary duty of all Rockville Pool Staff is to ensure the health, safety, and welfare of patrons of the Rockville Pool by using his/her skills to prevent injury, and by being alert and proactive to prevent dangerous situations from occurring.

JOB DESCRIPTIONS

MINIMUM QUALIFICATIONS FOR ALL POOL STAFF

- Current Lifeguard Certification upon first day of employment. It may not expire during term of employment.
- Current CPR for Lifeguards or CPR for Professional Rescuers certification upon first day of employment. It may not expire during term of employment.
- 15 years of age or older
- Pool Managers must also possess a Pool & Spa Certification upon first day of employment. It may not expire during term of employment.

GENERAL DUTIES & RESPONSIBILITIES FOR ALL LIFEGUARDS

- Monitors activities at the pool to prevent accidents.
- Caution swimmers regarding unsafe practices and safety hazards; enforces and adheres to pool rules and regulations CONSISTENTLY.
- Follows emergency action plan and procedures established in the event of an emergency; administers First Aid
- Rescues swimmers in danger of drowning
- Inspects facilities for cleanliness; completes general pool facility cleaning and maintenance duties
- Responsible for the availability and safekeeping of emergency equipment (rescue tubes, backboard, signs, and other equipment)
- Determines chlorine content and pH value of main pool water from sample port in pump room and baby pool water directly from baby pool. Uses water testing kit and records readings in cumulative logbook
- Provides general information on pool operations to patrons
- Creates an educational, safe, and inviting experience for all participants
- Prepares the facility for fun events such as swim competitions/games, pool parties, and other special events
- Checks in members and guests and completes required paperwork

KNOWLEDGE, SKILLS, AND ABILITIES FOR ALL LIFEGUARDS

- Integrity, self-motivation, and the ability to work cooperatively with respect for members, guests, coaches, and other employees
- Knowledge of lifesaving methods and procedures, including Lifesaving, First Aid and CPR, and skill in their application.
- Ability to react quickly and calmly in emergencies
- Knowledge of rules and regulations
- Ability to enforce rules and address members' questions and concerns in a diplomatic, professional manner.
- Must maintain a degree of fitness and strength to meet the demand of the job. Must be able to lift and/or move victims, equipment, and supplies.

DUE TO BUDGET RESTRICTIONS there will only be ALT-LEAD Guards and CORE Guards on the Lifeguard Staff this year. There will be no SUB Guards. If you need a SUB for any reason, you need to call another Guard with your same title (EX. ALT-LEAD guards will call other ALT-LEAD guards to sub and CORE guards will call other CORE guards to sub.) There will be TWO guards on the schedule at a time except during special events. (More on that later in the Handbook.) We aren't able to guarantee hours due to the new schedule changes.

THE ALT-LEAD GUARD

Alt-Lead Guards will act as the shift manager. One Alt-Lead Guard will be scheduled every shift. The Alt-Lead Guard reports to the Pool Manager. All other lifeguards on duty report to the Alt-Lead Guard. Alt-Lead Guards should follow the directions and instructions of the Pool Manager.

Alt-Lead Guards will meet regularly with the Pool Manager, about once per week and no less than once per month, to discuss any concerns and to keep the Pool Manager up-to-date on the performance of the other lifeguards.

Alt-Lead Guards will also help coordinate activities at the pool with the Pool Manager and Pool Committee.

Shift Responsibilities:

- Upon arrival for the morning shift, Alt-Lead Guards are required to oversee the other guards in making sure the morning checklist is complete and must sign off on the checklist.
- During their shift, the Alt-Lead Guard must complete or ensure the completion of the bathroom checklist once per hour.
- Before leaving at the end of the evening shift, Alt-Lead Guards are required to ensure the evening checklist is complete and may not leave the pool until it is finished. Alt-Lead Guards must sign off on the checklist. If, for any reason, any item on the evening checklist cannot be completed that evening, Alt-Lead Guards must notify the Pool Manager and leave a note for the Alt-Lead Guard on the next morning's shift.
- The Alt-Lead Guards will keep track of supplies and concessions and report any low supplies or concessions to the Pool Committee Chair. Concessions are any food and/or drinks sold at the concession stand or in the soda machine. Supplies include, but are not limited to: toilet paper, paper towels, cleaning supplies, trash can liners. Alt-Lead guards will also contact the Manager when paper copies of membership sign-in forms, timesheets, checklists, etc. are running low.
- The Alt-Lead Guard is responsible for performing or ensuring the completion of the pool vacuuming. This should be done at least twice per week, more often if needed, and it is up to the Alt-Lead Guards to come up with a vacuuming schedule with the other Alt-Lead Guards.
- The Alt-Lead Guard can determine if one or two lifeguards are needed on the stand at any given point. This decision should be made based on how many members are in the pool (especially children), how much of the pool is being used, and how active the members using the pool are. If there are more than 15 people in the pool at any given time, or if a member requests an additional guard on the stand, the Alt-Lead Guard must call a second guard to the stand.
- The Alt-Lead Guard should note any maintenance or repair issues and report them to the Pool Manager.

THE CORE GUARD

Core Guards will be scheduled one per shift. On special occasions, there may be two Core Guards on a shift. Some Core Guards who are most experienced and performed well during previous summers will be considered for an Alternate Lead Guard position later on in the summer. This promotion will be dependent on their performance throughout the summer and availability.

Core Guards should follow the directions and instructions of the Alt-Lead Guard on duty. Core Guards take direction from the Alt-Lead Guard on duty, Pool Manager, or Pool Committee Chairperson only. If any other member or employee of the Rockville Center addresses the Core Guard with any concerns, complaints, or instructions, they should refer that member to the Alt-Lead Guard on duty.

Shift Responsibilities:

- Upon arrival for the morning shift, Core Guards are required to help with the morning checklist.
- Before leaving at the end of the evening shift, Core Guards are required to help complete the evening checklist and may not leave the pool until the Alt-Lead Guard has given them permission to do so.

THE SUBSTITUTE GUARD

There is no official title of Substitute Guard this summer. You will all be trading shifts with each other in the event that you aren't able to cover your shift. If you need a SUB for any reason, you need to call another Guard with your same title (EX. ALT-LEAD guards will call other ALT-LEAD guards to sub and CORE guards will call other CORE guards to sub. This is NOT the responsibility for the pool manager.

POOL MANAGER

The Pool Manager is responsible for all operations and activities at the Rockville Pool. They must work with the Pool Committee Chair to set the goals and supervise staff. The Pool Manager should plan to work about 20 to 25 hours per week, including, but not limited to: time spent at the pool, training sessions, meeting with the Lead Guards, on-call time (answering questions or providing instruction by phone), time spent coordinating rentals. The Pool Manager is also required to run the pre-season training, as well as attend the post-season clean-up day. In cases of emergencies or gaps in the schedule, the Pool Manager may also take the stand as a lifeguard if necessary.

The Pool Manager is responsible for the following:

1. Public Safety at the facility to which assigned.
 - a. Take all precautions and preventive action necessary to insure the safety of the membership and the pool staff from accidents or drowning.
 - b. Make sure that the pool staff is on duty any time the pool is in use.
 - c. Assist the Pool Committee Chair in conducting in-service training sessions. These will cover all emergency procedures and equipment.
 - d. Maintain a sanitary, clean facility, free from defective equipment and unsafe conditions.
2. Daily operations of the pool
 - a. Be responsible for the conduct and discipline of the members, their guests, and pool staff members
 - b. Be responsible for the appearance of the pool staff when on duty.
 - c. Create work schedules for all pool staff members, with assistance from the Lead Guards.
 - d. Work with Pool Committee to maintain proper level of concessions and supplies
 - e. Operate and maintain the pool including but not limited to:
 - i. Maintaining filtration systems
 - ii. Maintaining proper chlorination and pH control
 - iii. Maintaining general cleanliness of the facility
3. Responsible for customer service operations
 - a. Instruct personnel to be courteous, helpful, and informative to all members in all situations
 - b. Handle and address any member concerns or feedback.
4. Administration
 - a. Maintain pool log book and administrative forms.
 - b. Handle all grievances and/or discipline cases involving members or the pool staff.
 - c. Fill out all pool staff members evaluations.
 - d. Check and sign all timesheets and ensure Pool Committee Chair signs Pool Manager's timesheet
5. Responsible for the security and proper reporting of all cash received.
 - a. Place money in cash envelopes and designate the category. This includes, but is not limited to: concessions, soda machine, guest fees, rental fees.

6. Place cash envelopes and checks in the safe. Pool Rentals
 - a. Responsible for contacting members and non-members who are interested in renting out the pool.
 - b. Ensure that the pool is clean and prepared for the function and staffed accordingly.
 - c. Collect the deposit and payment for the rentals based on the attached rental fee schedule.
 - d. Either the Pool Manager or a Alt-Lead Guard must be in attendance for the duration of the event.
7. Swim Team Meets and Events
 - a. Maintain contact with the Swim Team Committee Chairperson to coordinate the dates and necessary resources.
 - b. Ensure that the pool is clean and prepared for the function and staffed accordingly.
 - c. Either the Pool Manager or a Lead Guard must be in attendance for the duration of the event.
8. Private Swim Lessons
 - a. Lifeguards providing private swim lessons must provide the Pool Manager with the following: date, time, and duration of each lesson, contact information of the member procuring the lessons.
 - b. Pool Manager must ensure that money collected for the Rockville Center Pool follows the attached fee schedule and matches the lesson duration.
 - c. Ensure that lap lane is available during the date and time requested for the private lesson.

STAFF INFORMATION

CHANNELS OF AUTHORITY AND RESPONSIBILITY

Any questions or problems that may arise should be discussed first with the Lead Guard on duty. If he/she is unable to assist you, he/she will relate your problem to the Pool Manager. If the Pool Manager is unable to assist you, he/she will relate your problem to the Pool Committee Chairperson. If you are uncomfortable speaking to the Lead Guard or Pool Manager or if the Lead Guard/Pool Manager does not address the problem, speak to the Pool Manager and/or Pool Committee Chairperson directly.

PAY

Lifeguards are only paid for time spent at the pool for training, clean-up days, or on duty. If a lifeguard's shift ends early for any reason, they will not be paid for that time.

Last Day of Pay Cycle (Saturday):	Guards Submit Completed Timesheets to Manager By (Sunday):	Manager Submits Completed Timesheets to Accountant By (Monday):	Paychecks Distributed (Sunday):
May 26, 2018	May 27, 2018	May 28, 2018	June 1, 2018
June 9, 2018	June 10, 2018	June 11, 2018	June 15, 2018
June 23, 2018	June 24, 2018	June 25, 2018	June 29, 2018
July 7, 2018	July 8, 2018	July 9, 2018	July 13, 2018
July 21, 2018	July 22, 2018	July 23, 2018	July 27, 2018
August 4, 2018	August 5, 2018	August 6, 2018	August 10, 2018
August 18, 2018	August 19, 2018	August 20, 2018	August 24, 2018
September 1, 2018	September 2, 2018	September 3, 2018	September 7, 2018
September 15, 2018	September 16, 2018	September 17, 2018	September 21, 2018

All dates above refer to close of business on that date. If your timesheet is not signed or if your hours are not properly recorded, you may not get paid in a timely manner.

Please cash your paychecks as you receive them. PLEASE DO NOT hold paychecks.

VACATION/SICK DAYS

Pool staff members are expected to work their scheduled hours. **Finding a substitute is the responsibility of the person requesting the time off.** Alt-Lead Guards should make every effort to find another Alt-Lead Guard to substitute for them. Only if another Alt-Lead Guard is not available, should a Core Guard be called. Core Guards may contact other Core Guards to substitute for them. **All time off must be approved by the Pool Manager. All schedule changes must be made in writing** on the schedule posted in the Pool Office.

USE OF CELL PHONES AND ELECTRONIC DEVICES

All staff must be prepared to respond to an emergency and to customer needs at all times. Use of cell phones and other electronic devices is permitted during breaks, when there are no emergencies or patron needs, however excessive use or any use that is deemed to detract from attentiveness or effectiveness will not be tolerated. Frequent instances of inappropriate use will result in the loss of this privilege.

USE OF SOCIAL MEDIA

The Rockville Pool has adopted specific guidelines for staff use of social media, including (but not limited to) Facebook, Twitter, and blogs. Please see the attached Social Media Policy.

PRE- AND POST-SEASON WORK

Mandatory training days will be held before the pool opens and throughout the pool season. All guards are required to attend. A clean-up day will be scheduled after the pool season ends and all guards who have not left for college are required to attend.

REPORTING TO WORK

All pool staff members must be ready to work at the start of the shift. This includes being dressed appropriately, sunscreen applied, and water bottle filled. There are two shifts each day:

Monday-Thursday & Saturday: 9:45am to 3pm and 2:45pm to 8pm

Friday: 9:45 am to 3:30pm and 3:15pm to 9pm

Sunday: 11:45 am to 4pm and 2:45pm to 8pm

When you arrive, you will have 15 minutes to check the log books, put away your belongings, and check in with the Lead Guard to see if there's anything you need to know.

DRESS REGULATIONS

All pool staff members must maintain a professional appearance at all times regarding both personal hygiene and uniform. Issued swimsuits must be worn while on duty. A white t-shirt and hat may also be worn. Lead Guards must also wear a Lead Guard badge.

PERSONAL TIME

If you need to use the restroom or eat a snack or meal, you may do so during the Adult Swim Time for the 1st 15 minutes of each hour, but please use discretion and try to avoid doing so during busy times or if other duties and responsibilities need to be completed. Pool staff may turn on the radio at the pool and play music from approved radio stations. Pool staff may not listen to personal music devices or wear headphones at any time while on duty.

STAFF EVALUATIONS

Performance evaluations will be conducted at least twice during the summer season by the Pool Manager, using feedback from the Lead Guards. These evaluations are used for self-improvement, to aid in maintaining an alert and efficient team, in decision making on re-hiring and rate of pay, and to provide reference information to future employers. Please see the attached evaluation form and criteria.

HARASSMENT

The Rockville Center Pool defines sexual harassment as "unwanted or unwelcomed physical or verbal conduct which has the intent or effect of creating an offensive, intimidating, or hostile employment environment." Examples include overt sexual advances, other verbal and physical conduct, and harassment of an individual or of a group. If you feel you are being harassed, or if you feel you are being penalized by your refusal to submit to unwelcome advances, you should report the information to the Pool Manager and/or Pool Committee Chair immediately.

DISCIPLINARY ACTION

The following actions will result in **immediate termination**:

- Intoxication
- Use of drugs or alcohol at the Rockville Center pool or while on duty
- Physical altercations with other guards, members, or guests
- Using the pool without permission when closed to members
- Falsifying timesheets

A **first** offense of any of the following actions will result in a verbal warning and documentation will be placed in your personnel file.

- Arriving late for work
- Not coming in for a shift
- Failure to comply with any of the enclosed policies and procedures
- Failure to comply with pool rules while on duty or while visiting the pool when off duty
- Acting in an unprofessional manner while on duty or while visiting the pool when off duty, including distracting the Lifeguards on duty while visiting the pool
- Insubordination or lack of respect towards members, Lead Guards, Pool Manager, and Pool Committee Chairperson

A **second** offense will result in a formal written warning and a conference with the Pool Manager and/or Pool Committee Chairperson.

A **third** offense will result in termination of employment.

WEATHER POLICY

If it is raining, but there is no thunder or lightning, the pool will remain open unless it rains hard enough that the guards cannot see the bottom.

At the first sound of thunder or sight of lightning the Lead Guard will announce that the pool is closed. At that time all members and their guests must leave the Rockville Pool area; they may wait in their cars in the parking lot. The pool will remain closed for 30 minutes from the last sound of thunder or sight of lightning.

If conditions force two consecutive 30-minute closures (for a total of an hour), the pool will be closed until 3 pm. The weather will be re-evaluated at 3 pm (or nearest shift change) by the Pool Manager or Pool Committee Chair to determine whether the facility will reopen from 3 p.m. (or nearest shift change) to close.

If two consecutive 30-minute closings occur (for a total of an hour) between 5 p.m. and closing time, the Pool Manager and/or Pool Committee Chair may close the pool for the remainder of the day.

Once it is determined that the Rockville Pool will close due to weather, the Lead Guard will send a text out through the text message notification system to members stating: "The Rockville Pool is currently closed due to inclement weather." A second text message will be sent out ONLY when the pool reopens ("The Rockville Pool is now open.") OR if the pool will remain closed for the remainder of the day. ("The Rockville Pool will be closed for the remainder of the day due to inclement weather.")

ACCIDENTS, INJURIES, & ALTERCATIONS

- Lifeguards must have a first aid kit and rescue tube readily accessible while on the chair.
- First aid supplies must be kept easily accessible and stocked with sufficient supplies at all times. The Lead Guard must contact the Pool Manager if more supplies are needed.
- Incident report forms must be completed for each incident no matter how small it may seem. Forms will be kept available at all times. Any time an incident report form is completed, it must also be noted in the Pool Log.
- Major incidents must be reported immediately to the Pool Manager. These include, but are not limited to:
 - Injuries of the face, especially the eyes, mouth, and teeth.
 - Head injuries, with or without period of unconsciousness or loss of memory.
 - Injuries to bones (possible breaks, dislocations, or fractures).
 - Puncture wounds.
 - Severe abrasions - when skin is ripped from feet, knees, elbows, making infection readily possible.
 - Possible injuries to internal organs from falls, blows, etc.
- If any members, guests, or employees at the pool become involved in any type of altercation, notify the Lead Guard on duty. If the Lead Guard is currently on the chair, the guard currently at the gate or on break should cover so that they can address the concern. Regardless of the outcome, the incident must be logged and reported to the Pool Manager.

MEMBER CONCERNS AND FEEDBACK

Any concerns or feedback members may have should be directed to the Lead Guard on duty. If the Lead Guard is on the chair and the member can't wait until the next rotation, the Core Guard should cover for the Lead Guard so that (s)he can speak with the member. Lead Guards should be sure to get the name of the member and, after speaking with them, write down the concern or feedback. The Lead Guard should

contact the Pool Manager at their next opportunity to provide any relevant details. If the member is upset and the Lead Guard is not comfortable with the situation, the Lead Guard should contact the Pool Manager or Pool Committee Chair immediately.

EMERGENCY PROCEDURES

If a serious emergency situation occurs, the Lead Guard must take charge. If the Lead Guard is currently on the chair, the guard at the gate or on break should cover so the Lead Guard can address the situation.

1. The first guard to notice the accident:
 - a. Sounds 3 loud whistle blasts.
 - b. Makes the rescue if necessary
 - c. Initiates whatever first aid, CPR, etc. is necessary.
2. ALL AVAILABLE STAFF REPORTS TO THE SCENE OF THE ACCIDENT. Contact the Pool Manager immediately. If the Pool Manager is unavailable, contact the Pool Committee Chairperson.
3. The Lead Guard moves quickly to the scene of the accident, makes a quick assessment of the situation and if emergency services (ambulance, etc.) are needed, makes the call, or has another guard do so immediately.
4. The remaining guards clear the pool, then assist the primary rescuer as necessary.
5. After victim is in the ambulance, the rescuer completes an incident report.
6. No staff member is to make any comments or statements to anyone other than emergency personnel. Refer all other inquiries to the Pool Manager.

RESPONSIBILITIES DURING SHIFTS

ON-DUTY BEHAVIOR

Pool Staff is expected to behave in a professional and responsible manner while on duty. Duties and responsibilities always come first. Only if all of the checklist items are complete, lifeguards can take a five to ten minute break to socialize with members or take personal time. Lifeguards may jump in the water for a minute to cool off while they are in their Front Gate rotation. However, lifeguards may not play, hang out, or roughhouse in the pool while on duty.

LIFEGUARD ROTATIONS

TWO LIFEGUARDS ON DUTY: If only two lifeguards are on duty, and both need to be in the chair, they should stay in the chair for 45 minutes - from 15 minutes after the hour (ex. 3:15) to the next hour (ex. 4:00). At the top of every hour (ex 3:00, 4:00...) the Alt-Lead will blow the whistle and call an Adult Swim and clear the pool of anyone under the age of 18.

The guards on duty will use the Adult Swim Time to:

- Sell concessions
- Clean
- Take water samples
- Take a break or eat if needed

And then at 3:15, the guards will get back in the chairs to resume guarding duties. There will be a gate guard if the pool is slow enough to only have one guard on the stand. Concessions will only be sold during the Adult Swim Time.

There will be Special Occasions where Three Guards will be needed.

THREE LIFEGUARDS ON DUTY: One lifeguard will start at the gate, two lifeguards will be up in the chairs. Lifeguards will rotate every 15 minutes. Two lifeguards will stay on the chairs, unless the Alt-Lead Guard gives approval to go down to one guard.

If the Lead Guard has given approval to go down to one guard in the chair:

- The guard in the chair should stand on the corner of the pool between the shallow end and the diving well. Do not sit.
- The guard who is not in the chair should take over the cleaning, concession, and first-aid duties from the guard at the gate.
- The guard at the gate will stay at the gate to check members and guests in, and complete the other gate duties.
- If all the cleaning has been completed, and only one guard is needed in the chair, one guard at a time may take a break in the pool office. There should never be more than one guard in the office at one time while the pool is open to members. Lifeguards may jump in the water for a minute to cool off, but may not hang out in the pool while on duty.
- Other jobs that can be done around the pool:
 - Weeding the garden
 - Wipe down tables
 - Straighten up pool office, equipment room
 - Clean out fridge in pool office
 - Suggestive sell concession snacks

FRONT GATE ATTENDANT

FRONT Gate Attendant duty times will vary depending on how busy the pool is. If there are only two guards on shift and the pool is busy then they should be on the stand and will get caught up at the gate during the adult swim times.

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The following is if there are more than two guards on duty or if it's slow enough to have only one guard on the stand. If only one guard is on the stand then the second guard covers the gate.

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During each 15 minute rotation when there are three or more guards on duty, one guard should be at the front gate.

- Whenever possible, and especially for the first few weeks of the pool season, the front gate should not be left unattended. When more than three guards are on duty, OR three guards on duty but only one on the stand, the front gate should NEVER be left unattended.
- Ensure members sign in with their last name and first initial of each family member present.
- Ensure members sign their guests in and pay their guest fees (by cash or with a guest pass).
- Ensure non-members are accompanied by a member at all times.
- Ensure no one under the age of 13 enters the pool without a parent or guardian present – including swim team. Members can designate another parent or member over the age of 13 to watch their child while at the pool if they cannot stay to watch their child.
- Take down the name and phone number of anyone who is not on the membership list but believes they are members, and notify the Lead Guard on duty.
- Provide copies of membership forms, rules, and rental rates upon request.
- Update white board at front gate with that week's events and notifications.
- Go through the sign-in sheets and make sure that everyone signed in that shift is on the membership list. If someone is not on the membership list, but has signed in, notify the Lead Guard.
- Assist members with concessions and first-aid as needed.
- Chemicals must be tested every two hours by the Lifeguard at the gate. Any abnormal results must be reported to the Lead Guard immediately.
- The front gate attendant will perform the following additional duties during slow times (*See the front gate checklist for more details*):
 - The bathroom checklist – to be completed every hour – includes:
 - Check toilets and clean if needed

- Wipe down sinks
- Make sure shower drains are cleared
- Change garbage can liners if needed
- Check to make sure toilet paper and paper towels are full
- Skim the pool as needed to keep debris out
- Clear any puddles or standing water around the pool.
- Clean out skimmer baskets if needed
- Check to see if tiles around pool area need to be scrubbed (This should be done AT LEAST once per week regardless of whether or not the tiles appear dirty.)
- Check the pool grounds for garbage or any potential hazards.
- May eat your lunch and/or dinner.

LIFEGUARDING (ON THE STAND)

- Be sitting in ready position. If you are sitting, the rescue tube should be across your lap. If you are standing, the strap should be over your shoulder with the rescue tube in front of you. Your feet should be flat on the stand or the ground. You should be “ready to rescue” at all times.
- Be attentively scanning the pool area at all times.
- Do not converse with members or guests. Ask them to wait until you are on the front gate rotation or to speak to the guard who is not on the chair at that time. If talking is necessary, do so while keeping assigned area under observation.
- Do not answer or make any phone calls. No texting or other use of cell phones.
- Do not play with your hair or sunglasses.
- Do not converse with other guards unless providing necessary information to other employees.
- Stay hydrated by bringing a water bottle on the stand.

BABY POOL

Lifeguards are not responsible for “guarding” the baby pool area. However, they are responsible for enforcing pool rules in that area. Also, Lifeguards must ensure that any children in the baby pool are attended by an adult or other responsible member over the age of 13 AT ALL TIMES.

LAP LANE

A lap lane is to be put in place each day and the Lifeguards should clear the lap lane and keep it clear if a member chooses to use it for swimming laps. Remove the lap lane at pool closing every day.

SCHEDULING

The Pool Manager or Committee Chairperson, with help from the Alt-Lead Guards, is responsible for completing and posting the schedule.

All pool staff must complete minimum requirements, pre-season training, and payroll paperwork in order to be put on the schedule.

You must notify the Pool Manager of all changes to the schedule as soon as you become aware of them. If any change needs to be made to the schedule, it will be your responsibility to find a replacement for your scheduled shifts. Failure to do so could result in disciplinary action.

The Pool Manager may request up to five (5) days off of the schedule.

The schedule will be posted at the pool three weeks prior to the start date of that schedule. All lifeguards are responsible for checking the schedule and will have one week from the post date to make any changes.

The final schedule will be posted AND emailed two weeks prior to the start date. Lifeguards are responsible for checking the final schedule and if any changes need to be made, lifeguards are responsible for finding a suitable replacement. All schedule changes MUST be documented on the posted schedule at the pool and initialed by BOTH parties (the one originally scheduled AND the one taking the shift).

If changes are made to the schedule within 24 hours of the start of the shift, you MUST notify the Pool Manager AND the Lead Guard working that shift. The Lead Guard will make the change to the schedule and initial it.

If a personal emergency comes up during your shift, you must notify the Alt-Lead Guard immediately.

If the decision is made to send a lifeguard home due to weather or low turnout, the lifeguard with the lowest classification will be sent home. If there are multiple guards in the same classification, the guard with the least number of years of experience at the Rockville Center Pool will be sent home. That guard will remain on call until the end of their originally scheduled shift, in the unlikely event that they will need to be called back in. If the lifeguard is called back in to finish their shift, they will be paid for the entirety of the shift.

There must ALWAYS be an Alt-Lead Guard on duty. Alt-Lead Guards should always ask another Alt-Lead Guard to fill-in for them. Core guards may swap with other Core Guards. In an emergency, the Pool Manager can cover for any classification of lifeguards, including Lead Guards.

SWIM LESSONS

GROUP LESSONS

The Pool Committee will be organizing group swim lessons throughout the summer. Any lifeguard meeting the qualifications may offer to teach swim lessons. The Pool Manager and/or Lead Guard will help find replacements for any shifts that will be missed as a result of teaching group swim lessons. See attached Pay Schedule for rates.

PRIVATE LESSONS

Members may request that lifeguards teach private lessons. Lifeguards must schedule these private lessons on their own time. It is the responsibility of the lifeguard to find a replacement for any shifts that may be missed due to teaching private lessons. ALL private lessons must be coordinated with the Pool Manager. The Pool Manager will "reserve" the lap lane for the lifeguard for that time period. The lifeguard must provide the following information to the Pool Manager: date, time, and duration of each lesson, name and contact information of the member procuring the swim lessons. It is up to the lifeguard to collect payment for themselves and for the Rockville Center Pool. Instructors set their own rates to their clients. The Rockville Pool recommends a starting rate of \$15 per half-hour lesson per child. Instructors must pay Rockville Center \$6 per half-hour lesson per child.

Attachments:

I. Time Sheet

II. Staff Evaluations & Criteria

III. Social Media Policy

IV. Pool Rules & Fee Schedules

V. Daily Operations Checklists: Opening/Closing Checklists, Bathroom Checklist, Front Gate Checklist