

**YWCA AQUATIC CENTER
STAFF MANUAL**

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INTRODUCTION

The YWCA is a service-oriented organization whose mission is to fulfill our members' recreational and fitness needs.

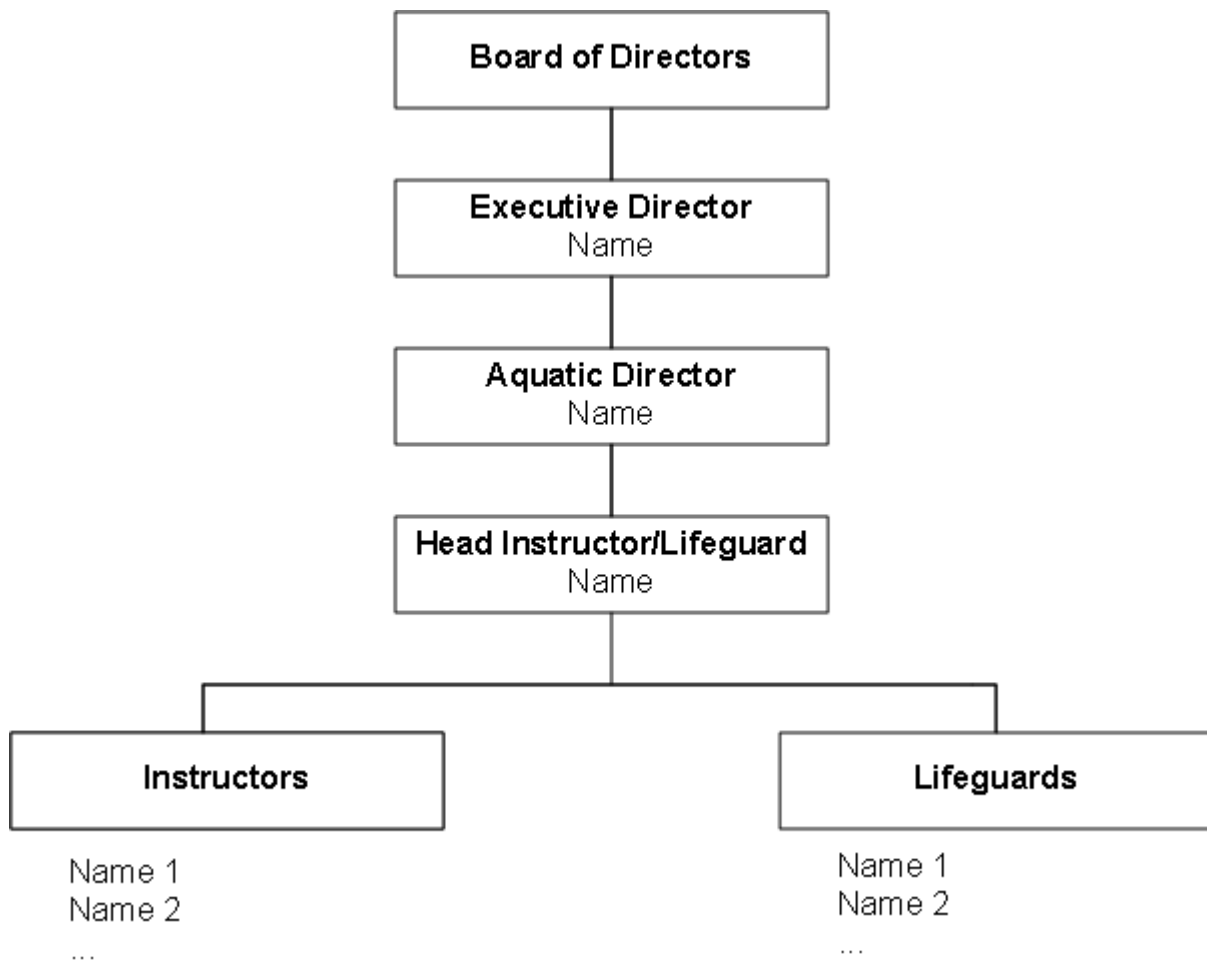
Our swimming pool is a source of enjoyment and instruction, but could be a source of injury or even death if misused. As a lifeguard at the Center, therefore, your vigilance and job performance are essential to protecting members' lives. To be fully prepared to perform your job, you must be thoroughly familiar with this manual and fully trained in swimming, lifesaving, and first aid.

You make up the backbone of this department and your position is very important to us. As an employee, you play a crucial role in creating a positive public image. Remember that you are a representative of the YWCA and our public image is created by your actions.

This Staff Manual will help you be successful in your role. It serves the following three purposes:

- 1) To help you understand the YWCA Aquatic Center and our commitment to our members' safety.
- 2) To guide you in understanding and executing your job responsibilities.
- 3) To enable you to consistently adhere to and carry out our policies and procedures.

ORGANIZATION CHART



GENERAL POLICIES, PROCEDURES & GUIDELINES

GENERAL POLICIES

By accepting this position at the YWCA you have entered into a contractual agreement to abide by and support all policies set forth in this manual. You are expected to know and adhere to these policies unless specified otherwise by the Director. Not adhering to them may result in your dismissal.

- 1) Know and follow through on your responsibilities as outlined in this manual. You may be dismissed for poor performance or negligence. Your job is not considered permanent.
- 2) Be at work on time when scheduled and carry out your duties. Follow the procedures below regarding absences.
- 3) Attend all staff meetings and training sessions; they are mandatory.
- 4) Keep accurate timekeeping records by following the procedures below.
- 5) It is your responsibility to become adequately trained in your area.
- 6) Be a team player
 - a) Maintain professional relationships with your colleagues.
 - b) Do not engage in gossip and judgmental accusations.
 - c) Communicate openly.
 - d) Give written and verbal feedback about suggestions, complaints, problems, and situations to the Aquatic Director as well as to each other. Your feedback is important to us.
 - e) Provide support to your fellow employees.
- 7) Wear attire that identifies you as a lifeguard.
- 8) Maintain your physical condition by swimming 1 mile (36 laps or 72 lengths) each week. Record your laps on the designated sheet.
- 9) Keep your certifications up to date.
- 10) Smile!

GENERAL PROCEDURES

Timekeeping

You must keep track of your hours on your time card to get paid

- 1) Record your starting time at the beginning of your shift, but do not start more than 10 minutes early.
- 2) Record the time when you begin and end your breaks.
(You may take a break if there are 2 or more lifeguards on duty.)
- 3) Sign your payroll sheet on time or you will not be paid.

Absences

If you have to be absent, you must:

- Obtain permission to be absent from Pool Director.
- Secure an adequately trained substitute from the list of lifeguards in good standing. If you cannot find a substitute, you are responsible for working your shift.

GENERAL GUIDELINES

- Be punctual. Plan to arrive 10–15 minutes before your shift begins.
- Do not allow personal problems to interfere with job performance.
- Take the time to get to know those you work with. You may need a substitute sometime.
- Keep conversations with friends brief and limit your personal calls to 2 minutes or less.
- Set an example at all times while in the facility, whether you are on duty or not.
- Respond immediately to a member's questions or presence by smiling, nodding, or asking if you may help.
 - o If you cannot immediately respond, at least acknowledge his/her presence by indicating that you will be with him/her in a moment.
 - o If you don't know an answer, find it out.
 - o If a member is irate or has a complaint:
 - Remain courteous and listen for how you can help.
 - Remember that he or she may be having bad day; it happens to the best of us!
 - Refer them to the Aquatic Director if you cannot help them yourself.
 - NEVER ARGUE WITH A PATRON!
- Look to your supervisor to:
 - o Provide supplies and materials necessary to do your job.
 - o Provide information and keep you informed of new programs.
 - o Provide support for your decisions when you are following YWCA policies.
 - o Periodically evaluate your performance and give you feedback.
 - o Treat you with respect.
 - o Be fair and honest.
 - o Provide guidance and leadership.
 - o Respond to your questions and concerns.
- Smile!

LIFEGUARD–SPECIFIC POLICIES & PROCEDURES

POOL AREA ILLUSTRATION

{Insert an illustration here of the pool area, exits, safety equipment including first aid kit(s), rope, diving area & boards, starting blocks, shallow & deep ends, deck area, etc.}

LIFEGUARD POLICIES

- Never allow swimmers to use the pool until a lifeguard or instructor can adequately guard the pool.
- Never swim alone.
- NEVER LEAVE THE POOL UNGUARDED WITH SWIMMERS IN IT.
- Know and observe pool rules at all times.
- Do not allow members onto the lifeguard stand.
- Do not dive from the lifeguard stand except in an emergency.
- Do not eat on the pool deck.
 - o Keep all food in the office.
 - o You may take a drink into the pool area in a non–breakable container.
 - o Take a break to eat only if there are 2 or more guards on duty.
- Always follow safety standards. (See the Safety section of this manual.)

LIFEGUARD PROCEDURES

Before the swim period

- 1) Check for messages or meeting announcements on the black board in the lifeguards' office.
- 2) Check that all lifesaving equipment is in place.
- 3) Find out what area you will be guarding and be at your designated position before classes or swimming sessions begin.
- 4) Have the emergency phone number on hand. The phone in the office is toll–restricted (cannot get out on 0 or 1).
- 5) Check people in:
 - a) Ask to see everyone's membership card.
 - b) Take tickets and/or money.
 - c) Keep a tally of swimmers on the participation slip as you receive it.
 - d) Use one participation slip for each open swimming session.
 - e) Give the slip to the receptionist immediately after the swimming session.

During the swim period

- 1) Assume a posture of readiness for quick and efficient action.
- 2) Observe swimmers and mentally classify them each according to ability. Check on weaker swimmers often.

- 3) Keep your focus on the swimmers, always facing them.
- 4) Avoid social conversation to minimize distraction.
- 5) Regularly SCAN the pool area. Do not try to watch each person in the pool as an individual.
- 6) Do not watch one area constantly. The 3 areas with the most accidents are:
 - a) The shallow end of the pool.
 - b) The diving area.
 - c) The deck area.
- 7) Rescue any swimmer who is in danger. Refer to the Safety section for more information.
- 8) Monitor the number of swimmers in the pool. When there are 10 or more swimmers in the pool, one guard needs to be in the chair or standing on the deck with a thorough view of the pool.
- 9) Enforce adherence to Pool Rules consistently with all swimmers. (See Pool Rules Section.)
- 10) Call a swimmer to you who violates a rule, to explain the reason for observing the rules.
 - a) The whistle is the best aid a guard can have but if you don't use it correctly and sparingly, it will become ineffective.
 - b) Correct the individual in a positive and concise way.
 - c) Do not yell at or argue with the swimmer.
 - d) Notify the Pool Director if the violator refuses to comply.
- 11) Monitor weather conditions for thunderstorms or tornado warnings,
- 12) See weather sheets. Refer to the weather information procedures in the Safety section.
- 13) Keep the desk area & the pool deck clean.

After the swim period

- 1) Check the water carefully before leaving the pool area.
- 2) Return tools and equipment to their proper place as soon as you are done with them.
- 3) Hook the rope in the pool for all open swims and most private parties. Do not take it down until two minutes before the end of the swim session.
- 4) Rinse personal floatation devices off with the hose and allow them to dry; then hang them up.
- 5) Check the locker rooms daily. Note any potential hazards.

POOL & DIVING BOARD RULES

POOL RULES

- NO SWIMMING ALLOWED WITHOUT A LIFEGUARD PRESENT
- Showers must be taken before entering the pool (Leave towels on hooks in the locker rooms.)
- No glass or breakable objects
- No band-aids or open wounds
- No communicable diseases, inflammation, or discharge
- No profanity or offensive behavior
- No alcohol or tobacco products
- No one under the influence of alcohol or drugs
- No rough playing, shoving, or horseplay
- No running on the deck or in the locker rooms
- No tag games in the pool
- No hanging or playing on the rope in the pool
- No back dives or flips off the edge of the pool
- No diving, jumping from, or hanging on to the starting blocks
- No swimming in the diving area when the boards are in use
- Floatation devices and inflatable toys in the shallow end only
- Kickboards and leg buoys for lap swims and "Y" teams only
- Swimmers unable to take care of themselves in deep water must remain in shallow water.
- Refrain from talking with lifeguards except for clarification of rules or for immediate help.
- Please take all lengthy inquiries to the Aquatics Director or another Director on duty.
- First aid and safety equipment is to be used only by the guard or instructor or other personnel on duty.

DIVING BOARD RULES

- Only one person on a diving board at a time.
- Look before you dive, and dive straight.
- Swim to the nearest ladder after diving.
- Do not double bounce on the diving boards.
- Do not hang on the diving boards.
- Do not swim in the diving area when the boards are in use.
- Do not wear facemasks or goggles when diving off the boards.

SAFETY

ACCIDENTS

- 1) If there is an accident, take quick and effective action by following the American Red Cross procedures.
- 2) Always fill out an accident report and leave it on the Director's desk.
- 3) If there is a serious water accident, clear the pool of swimmers.
- 4) The Head Guard or Director will make out an accident report for the front office.

INJURIES

If there is a minor injury, such as a skin abrasion or bruise, send the individual to anyone on duty in the swimming pool office for first aid.

If there is a more serious injury,

- 1) Administer first aid,
- 2) Call the front office attendant to call a physician.
- 3) Notify the Director.

Always wear gloves when treating any open wound.

RESCUING SWIMMERS

If a swimmer needs to be rescued:

- 1) Use the rescue tube or extend the pole to the swimmer and pull him/her to the edge of the pool.
- 2) Enter the water only as a last resort.
- 3) Always take some equipment with you if possible. Use procedures as printed in the Equipment section of this manual for how to use the equipment.

WEATHER EMERGENCIES

Thunderstorms

If there is a thunderstorm in the immediate area:

- 1) Clear the pool.
- 2) Have the members move to the locker rooms.

- 3) Caution members not to use the showers.
- 4) Avoid using the telephone.

Tornado Warnings

If there is a tornado warning:

- 1) Clear the pool immediately.
- 2) Move members to locker rooms or the basement, if time allows, until the threat passes.
- 3) Once the pool area is cleared, join the members in a protected area.
- 4) Members and staff should stay away from all windows, doors, and outside walls.

FIRE EMERGENCY

- 1) In case of fire, call 911 immediately.
- 2) Evacuate the pool area, directing members to the exits.
- 3) Check the locker rooms for members.
- 4) After everyone is out safely, leave the building.
- 5) Administer first aid to people who need it after they have been evacuated.

STAFF SAFETY

- 1) Handle all chemicals appropriately. (See the safety guidelines in the Equipment & Chemicals section.) (See Chemical Safety Sheets.)
- 2) Use proper lifting techniques – use your legs, not your back to lift.
- 3) Monitor weather conditions. Follow guidelines for bad weather. (See Weather Sheets.)
- 4) Handle all electrical equipment with care. (See the safety guidelines in the Equipment & Chemicals section.)
- 5) Keep all equipment in good condition and in its designated place.
- 6) When treating any open wound always wear gloves.

EQUIPMENT & CHEMICALS

EQUIPMENT LIST

Electrical

Safety

EQUIPMENT USE & CARE

CHEMICALS LIST

CHEMICAL USE & CARE

Chemical Safety Sheets

FORMS & SHEETS

FORMS & SHEETS LIST

Participation sheets
Time card/Payroll sheet
Participation slip
Weather Sheets
Accident report
Lifeguards' lap sheet

FORMS & SHEETS INSTRUCTIONS

(List each with corresponding instructions.)