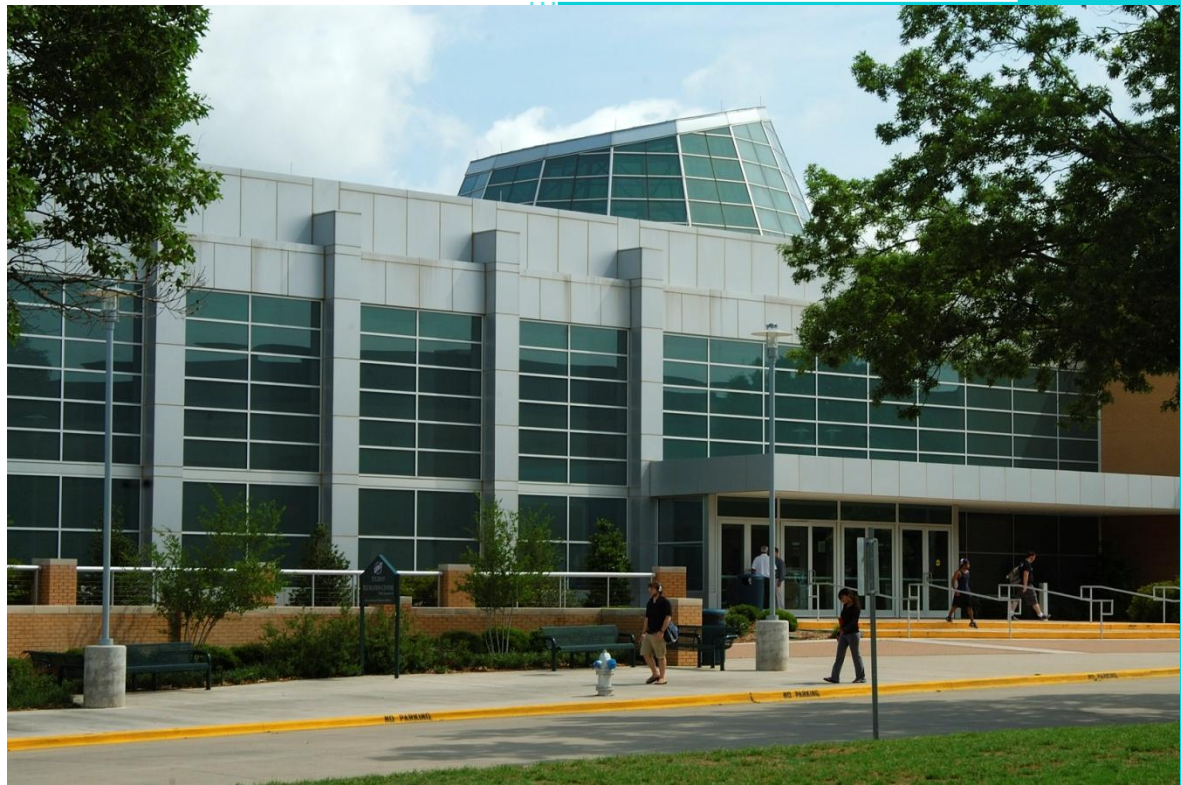


2011

YWCA Aquatic Manual



Megan Taylor,
Recreational Services
Director

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Introduction

This handbook has been adapted from the Appalachian State UREC Employee Manual and the Summit Pool Lifeguard Manual. It has been created in order to

- ❖ Provide an understanding of the YWCA Aquatic Center and our commitment to our members.
- ❖ Guide you in your job responsibilities as a YWCA employee.
- ❖ Assist you with a consistent approach to carrying out policies and procedures.

The YWCA is a service oriented organization and it is our duty to ensure that our patron's recreational and fitness needs are fulfilled.

By accepting a position at the YWCA, you enter into a contractual agreement to abide by and support all policies set forth by this organization. You make up the backbone of this department and your position is very important to us. You are a representative of the YWCA and our public image is created by your actions.

The swimming pool is a source of enjoyment and instruction. For you it is an instrument of death and injury if mishandled. In assuming the responsibilities of a lifeguard, a person must realize that his/her vigilance and job execution is essential in the protection of human lives. In order to be fully prepared to discharge his/her duties, the lifeguard should be thoroughly trained in swimming, lifesaving, first aid, and thoroughly familiar with the manual.

No job can be considered permanent. Poor performance or negligence will result in lay-off or permanent dismissal.



By signing this contract you agree to abide by all information presented in this manual and to perform all duties during your assigned shifts or when you have agreed to substitute for another member of the staff. Failure to adhere to the stipulations in this manual will result in your removal from the staff.

Name (Printed)

Signature

Date

Board Of Directors



Sam Harrison

- Operations, Planning, and Support Services Director



James Royal

- Communications Services Director



Megan Taylor

- Recreational Services Director



Katie Young

- Administrative Services Director

YCMA Staff



Executive Director

- Kelly Weston



Aquatic Director

- Sean Matthews



**Head Instructor/
Lifeguard**

- Jane Thomas



Lifeguard Instructors

- Lisa Allridge
- Sharon Frank
- Chris Muller

Time Clock

- ❖ Keep track of hours on your time card.
 - ◆ Punch out on breaks.
- ❖ Be punctual.
 - ◆ Report to work 10-15 minutes before duty time to sign in.
 - ◆ Do not punch in more than 10 minutes early.
- ❖ Be at designated position in pool area when classes or open swims begin.



Payroll Sheets

- ❖ Write correct times on your sign-in sheet when coming on duty and upon ending your shift.
 - ◆ You will not be paid for your hours if you do not sign in.
- ❖ Sign your payroll sheet on time.
 - ◆ You will not be paid if you fail to fill out payroll on time.

Absence/Substitution Policy

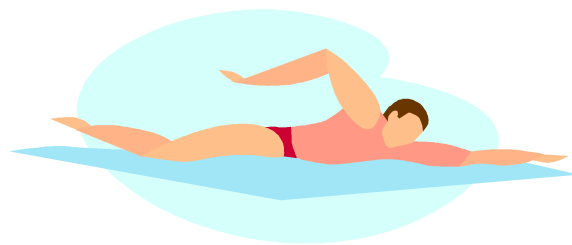
- ❖ Obtain permission to be absent from Pool Director.
- ❖ Find adequately trained subs when you cannot work.
 - ◆ Secure a substitute from the list of lifeguards in good standing.
 - ◆ You are responsible for working if a sub cannot be found.

Missed Shift Policy

- ❖ First missed shift will result in a warning.
- ❖ Second missed shift will result in a reduction in pay or hours, at the discretion of your supervisor.
- ❖ Third missed shift will result in that lifeguard being terminated

Job Requirements

- ❖ Become adequately trained in your area.
- ❖ Attend all staff meetings and training sessions.
 - ◆ Meetings are mandatory.
 - ◆ Watch for messages about guard meetings on the blackboard in the lifeguard office.
- ❖ Be consistent with rule enforcement.
 - ◆ Treat everyone with the same consideration.
- ❖ Keep certifications updated.
- ❖ Stay in good physical condition.
 - ◆ Test ability by swimming one mile (36 laps/72 lengths) weekly.
 - ◆ Record the laps on the designated sheet, found in the lifeguard office.
- ❖ Communicate!
 - ◆ Find out the answer if you don't know.
- ❖ Maintain professional relationships with colleagues.
 - ◆ Know the scope of the guard duties.
 - ◆ Keep a professional atmosphere by eliminating the gossip and judgmental accusations.



Etiquette

- ❖ Set an example at all times while in the facility, on or off the clock.
- ❖ Be alert and courteous at all times.
- ❖ Keep visits with friends or phone calls brief—under two minutes.
 - ◆ Have emergency number on hand—the phone in the office is toll restricted (cannot get out on 0 or 1).
- ❖ Respond immediately to a patron's questions or presence by smiling, nodding, or asking if you may help.
 - ◆ Acknowledge his/her presence by indicating that you will be with him/her in a moment if you cannot respond immediately.
- ❖ Keep open lines of communication.
 - ◆ Feedback, written and verbal, about suggestions, complaints, problems, and situations is important.
- ❖ Provide support to other employees.

Do Not

- ❖ Use profane language or behavior which is annoying to other swimmers.
- ❖ Argue with a patron.
 - ◆ Strive to remain courteous and listen to irate people, they may have a valid complaint.
 - ◆ Refer them to the Aquatic Director if you cannot help them.
- ❖ Visit or talk to lifeguards or pool personnel about non-job-related subjects while on duty.
- ❖ Allow personality conflicts to cloud judgment.
- ❖ Allow personal problems to interfere with job performance.

Uniform

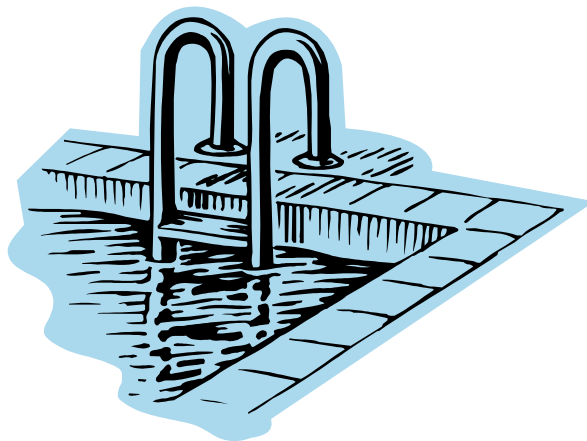
Wear attire that will identify you as a lifeguard.

- ❖ A **RED** one piece Speedo
- ❖ A whistle, lanyard, and a YWCA T-shirt.
- ❖ Flip-flops—**ONLY** for rover guards.
- ❖ Hip packs containing pocket masks, rubber gloves, and all needed emergency supplies.
 - ◆ Packs will be placed on the guard chairs when guarding.
 - ◆ Packs will be worn by rover guards.



Prohibited

- ❖ Jewelry that could cause injury or complications during a rescue.
- ❖ Tattoos with inappropriate subject matter.



Lifeguard Procedures

- ❖ Scan the pool area while guarding.
 - ◆ Know the area for which you will be responsible.
 - ◆ Know the areas with the most chance for accidents—shallow end, diving area, deck area.
- ❖ Classify swimmers according to ability.
 - ◆ Weak swimmers should be noticed more often.
- ❖ Enforce the rule that swimmers who are not able to take care of themselves in deep water must remain in shallow water.
 - ◆ Swimmers may not advance to deep water by holding on sides of pool.
- ❖ Know that lifesaving equipment is in place for use prior to opening.
 - ◆ Return tools and equipment to their proper place as soon as they are no longer in use.
 - ◆ Rinse PFDs with hose and hang up once dry.
- ❖ Assume a posture which is conducive to quick and efficient action.
 - ◆ Always face the swimmers.
- ❖ Lifeguard should be the only person allowed on guard stand at all times.
- ❖ Use whistle correctly and sparingly.
- ❖ Check the water after swim time before leaving the pool area.
- ❖ Hook the rope in the pool for all open swims and most private parties.
 - ◆ Detach rope two minutes before the end of the swim time.
- ❖ Reprimand swimmers without yelling.
 - ◆ Correct the individual in a positive and concise language.
 - ◆ Notify the Aquatic Director if the violator refuses to comply.
- ❖ Keep desk area and pool deck clean.

Do Not

- ❖ Watch all the people in the pool as individuals.
- ❖ Watch one specific area constantly.
- ❖ Allow swimmers to use the pool until a lifeguard or instructor can adequately guard the pool.
 - ◆ Never leave the pool unguarded with swimmers in it.
 - ◆ Never leave the pool until the next guard is on duty.
- ❖ Yell at swimmers.
 - ◆ Call them to you and give them an explanation or reason for observing the rules.
 - ◆ Argue with the violator.
- ❖ Dive from guard stand except in emergency.
- ❖ Swim alone in the pool.



Food/Drink Regulations

- ❖ No food is permitted on the pool deck.
 - ◆ Keep all food in the office, except water.
 - ◆ Break to eat when there are two or more guards on duty.
- ❖ No alcoholic beverages or persons consuming alcohol are permitted in the pool area.
- ❖ No tobacco in the pool area.

Pool Policies

- ❖ Ask to see everyone's membership card when they check-in, take tickets and/or money—be sure to keep tally on participation slip as you receive payment.
 - ◆ Everyone must personally check in before entering the pool.
 - ◆ Use one participation slip for each open swim, count total, fill in bottom, sign your name, date, time and turn into receptionist as soon as possible after finish of swim.
- ❖ Shower before entering pool.
- ❖ Leave towels in locker rooms on hooks.
- ❖ Restrict children wearing floaties or using inflatable toys to the shallow end.
- ❖ Use kickboards and leg buoys for lap swims and “Y” teams only.

Do Not

- ❖ Allow swimmers to dive, jump from, or hang onto starting blocks.
- ❖ Allow breakable objects in the pool area.
- ❖ Allow rough play, shoving, or general horseplay.
- ❖ Allow running or tag games in the pool, on deck, or in the locker rooms.
- ❖ Allow swimmers to hang or play on the rope in the pool.
- ❖ Allow persons with skin lesions, sore or inflamed eyes, mouth, nose or ear discharges; any communicable diseases, or having any type of bandages, tape, etc. on the body, to swim

Diving Boards

- ❖ Only one on the diving boards at a time.
 - ◆ Look before you dive.
 - ◆ Dive straight.
 - ◆ No double bounding.
 - ◆ Swim to the nearest ladder.
- ❖ No face masks or goggles are allowed when jumping off the board.
- ❖ No hanging on boards.
- ❖ No back dives or flips off the edge of the pool.
- ❖ No swimming in the diving area when the boards are in use.



Shift Checklist

Opening Checklist

- ❖ Clock in.
- ❖ Check first aid kit and AED battery.
- ❖ Complete *Water Analysis Test*.
- ❖ Remove deck debris and equipment.
- ❖ Obtain rescue tube and hip pack.
- ❖ Check hip packs for any missing items.
- ❖ Pick up any items left on deck.



Closing Checklist

- ❖ Remove deck debris and equipment.
- ❖ Check that the emergency doors are secure.
- ❖ Straighten lifeguard office.
- ❖ Complete *Water Analysis Test*.
- ❖ File all paperwork for the day.
- ❖ Put radios on charger.
- ❖ Return hip pack to supply closet.
- ❖ Lock supply closet doors.
- ❖ Clock out.

Emergency Procedures

Thunderstorm

- 1) Clear the pool.
- 2) Move patrons to the locker room area.

Do Not

- ❖ Swim during an electrical storm.
- ❖ Use the showers.
- ❖ Use the telephone, except in an emergency.



Tornado



- 1) Clear the pool area.
- 2) Move patrons to locker rooms or to the basement.
- 3) Join patrons in a protected area once the pool area is clear.
 - ❖ Stay away from all windows, doors, and outside walls.

Fire

- 1) Call 911.
- 2) Evacuate the pool area using one or both of the exits.
- 3) Check locker rooms for patrons.
- 4) Leave the building after everyone is out safely.
- 5) Administer first aid if needed.



Staff Safety

- ❖ Enforce all pool rules.
- ❖ Handle all chemicals appropriately.
 - ◆ Refer to chemical safety sheets, located in the pool office.
- ❖ Use proper lifting techniques.
 - ◆ Use your legs, not your back, to lift.
- ❖ Monitor weather conditions.
 - ◆ Follow guide lines for bad weather.
 - ◆ Refer to weather sheets, page 14.
- ❖ When making swimming rescue always take some equipment with you if possible.
 - ◆ Use procedures as printed in the staff manual for swimming accidents or emergencies.
- ❖ Handle all electrical equipment with care and following the safety guidelines for such equipment.
- ❖ Keep all equipment in good condition and in its designated place.
- ❖ Make daily checks of the locker rooms.
 - ◆ Note any potential hazards.
- ❖ When treating any open wound always wear gloves.

First Aid and Injury Reports

First-Aid and Safety equipment is to be used by the guard/instructor or personnel on duty. They will be personally responsible for the correct use and storage of such equipment.



Know the proper procedure in case of an accident.

- ❖ Review the procedure advocated by the American Red Cross in order to be prepared to take quick and effective action.

Always fill out an accident report and leave completed form on the Director's desk.

In case an individual needs help, use the rescue tube or extend the pole to him and pull him to the edge of the pool. Enter water only as a last resort.



In case of slight injury, such as skin abrasions or bruises, send the individual to anyone on official duty in the swimming pool office for First Aid.

If the injury is more serious, administer first aid, tell the front office attendance to call a physician, and notify the Aquatic Director.

In case of a serious water accident, clear the pool of swimmers. Head Lifeguard or Aquatic Director will make out an accident report for the front office.