

Muirfield Association, Inc.

Lifeguard and Swim Staff Handbook



Congratulations! You have been selected as a member of the Muirfield Association Recreation Facilities Team! Your job description and the standard operating policies and procedures are attached. By reading, understanding and following these rules you will become an effective recreational facilities employee. We are excited to have you on board to serve our residents and guests as they enjoy their time at the pools in a safe, clean and friendly atmosphere.

We look forward to working with you this summer!

I understand the operating policies and procedures and agree to follow them in carrying out all the duties required as part of my employment at a Recreational Facility of the Muirfield Association, Inc.

Employee Signature

Date

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Job Description

Title	LIFEGUARD
Department(s)	RECREATION FACILITY
Reports to	POOL MANAGER

Job summary

Oversees the aquatic complex to reasonably ensure the safety of patrons of the facility

Summary of essential job functions

- Monitors activities at the pool.
- Monitors swimmers in the pool.
- Administers First Aid as needed.
- Follows emergency action plan and procedures established in the event of an emergency.
- Cautions attendees regarding unsafe practices and safety hazards.
- Enforces and adheres to pool rules and regulations.
- Maintains order in the pool and adjoining areas.
- Inspects and maintains facilities for cleanliness and safety.
- Completes general pool cleaning and maintenance duties.
- Responsible for the availability, maintenance and safekeeping of emergency equipment.
- Provides general information on pool operation to patrons.
- May teach swim lessons.
- Completes required paperwork.
- Presents professional appearance and attitude at all times.
- Maintains high standard of customer service.
- Other duties as assigned.

Minimum requirements

Must possess current Lifeguard Certification, First Aid Training and CPR certificate upon employment.

Abilities required

- Ability to react calmly and effectively in emergency situations.
- Skilled swimmer with abilities in the application of lifeguarding and rescue techniques.
- Knowledge of CPR and emergency medical procedures.
- Ability to follow routine verbal and written instructions.
- Knowledge of customer service standards and procedures.
- Ability to prepare routine administrative paperwork.
- Knowledge of pool equipment, sanitation and maintenance.
- Ability to apply the rules and regulation governing conduct at the facility.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed or assigned.

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2. When in the guard chair, your eyes should be on the pool at all times unless you are disciplining someone. If a friend comes to talk to you, tell them you can't talk until your break. If patrons ask you questions while in the guard chair remember to be friendly, but give a very brief answer or refer them to the manager or assistant manager.
3. Check under and behind your guard chair. Do not focus on any one spot all of the time. Let your eyes move.
4. While on duty in the guard chair, stay there except for emergencies. (If you forgot your sunglasses, shirts, or anything else you need, send someone else for it.)
5. Cell phones, Tablets or other Electronics are not permitted during work hours. Failure to follow rule may result in immediate termination.
6. Food is not allowed in the guard chairs.
7. Drinks are permitted in the chairs, but this is a privilege; don't abuse it.
8. Be courteous to patrons. Use proper language; absolutely no profanity or inappropriate actions will be tolerated.
9. You will rotate guarding positions at fifteen (15) minute intervals. Positions will include the guard chairs, the baby pool, a roving guard, sprayground, slide and someone on break. The manager or asst. manager is responsible for your place in the rotation. Check with him/her at the beginning of your shift.
10. When rest period is announced stand up and blow a long blast on your whistle.

REST PERIOD

1. If you are swimming during your break or rest period, you must follow the rules without exception.
2. The guard break area is for you while off rotation. Guards should utilize the guard break area to apply lotion, oil, freshen up, or to get out of the sun.
3. Cell phone use, instant messaging or any other electronic communication must be completed in the break area while off rotation.
4. When on break, be aware of your appearance and actions. Use the guard break area to rest or eat; do not use public areas.
5. When "GUARDS UP" is announced (5 minutes before the hour) you should be out of the water, guard area, or bathroom, and be ready to go. You should not be putting on suntan lotion, but instead be on your way to the guard chair.
6. At no time are lifeguards permitted to be behind the front desk counter or inside the concession stand.
7. Keep the break area clean and tidy. Be considerate and clean up after yourself.

Uniforms

Lifeguard swimwear will be selected by the Pool Manager and is required to be worn while on duty. Muirfield Association agrees to pay one-half the cost to purchase the required swimwear. The remaining half will be withheld from the employee's first paycheck.

1. All guards are required to pay half of their swimsuit cost.
2. All guards must wear their uniform while on duty.

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Standard Operating Policies for Lifeguarding

General

1. The pool manager will give you a work schedule listing the days and times you are to report for work. Be prepared to work at the scheduled times. Arrive early to prepare for work.
2. Use the time clock for yourself only. No one may punch in or out for another person without management approval.
3. On Sunday, start a new time card for the week beginning the following Monday. You must sign your time card. It is your responsibility to certify the accuracy of all time recorded. Any errors in your time record should be reported immediately to your supervisor, who will attempt to correct legitimate errors. You must sign your time card before turning it in.
4. Be aware of the absence and tardiness policy. The pool season is only 90 days long. Your on-time attendance is necessary for a successful season. Poor attendance, absence without notification or habitual tardiness will be subject to appropriate corrective action, up to and including termination.
5. Be a team player. Always support your fellow guards. If a guard is having problems, help him/her out.
6. If you have a complaint about another guard, go to the manager or asst. manager. If you do not report an incident, it cannot be resolved.
7. The front desk phone is for business use only.
8. Loitering around the front desk is prohibited. This space is needed for service, emergencies and minor accident victims.
9. Only front desk workers are permitted behind the front desk. Do not loiter around the entry area.
10. Employees must not loiter around the concession stand or sit on the concession stand counter.
11. Non-resident employees are not permitted to use the pool facilities after work hours.
12. With the exception of college students. This is a seasonal commitment from the start of Memorial Day weekend through the end of Labor Day weekend. Failure to do so will make you ineligible for future employment Muirfield Association, Inc.
13. The pool facilities use a photo ID computer system to identify patrons entering the facility. Information on the computers is confidential. Employees and others accessing the computer must be respectful of patron's privacy. The computer system is monitored at all times. Employees and others found using the computer for any other purpose besides identification of patrons may result in immediate termination.

While on Duty

1. Guard chairs are for the use of the lifeguard on duty only. No one else is permitted to be in or on the guard chairs. This includes other guards unless they are delivering an important message.

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3. Guards may wear one extra article of clothing while on duty in a chair; this can be a sweatshirt or sweatpants, but not both. You may not wear shoes while guarding.
4. **For resident employees** - When you wish to swim and choose to stay after your shift, come in early, or spend time at the pool on your day off, you may not wear your uniform during these times.
5. You must look and act professional at all time while on the facility grounds.

Code of Conduct

Employees of Muirfield are to conduct themselves in a responsible, professional, and ethical manner. It is important that all Employees accomplish and discharge their duties and responsibilities to the best of their knowledge, skills and abilities in order to meet the time, quality and productivity standards of work; engage only in activities that are consistent with their official responsibilities; utilize time, supplies, equipment, office, shop and recreational facilities efficiently; and co-operate with fellow Employees and work as a team. In most instances, your own good judgment will tell you what the right thing to do is.

The following are examples of conduct prohibited by Muirfield policy:

- Theft, fraud, embezzlement, or other proven acts of dishonesty, including removing Muirfield documents, personal property, or intellectual property.
- Removing, defacing, or willful or careless destruction or damage to Muirfield equipment or property or a co-worker's property.
- Any harassment of another Employee (verbal, physical or visual), including sexual harassment such as offensive gestures, unwelcome advances, jokes, touching or comments of a sexual nature made to or about Employee or resident.
- Obtaining employment or promotion on the basis of false or misleading information
- Soliciting or accepting gifts with a value of \$50 or more (money, services, or merchandise) in connection with Muirfield business.
- Reporting for work under the influence of any illegal substances or alcohol; or possession, sale or distribution of illegal substances or alcohol while on Muirfield premises or abusing such items while representing Muirfield or conducting Muirfield business.
- Falsifying Muirfield documents or records, including misuse of timekeeping records, or falsely inputting payment data.
- Insubordination, meaning refusing to follow legitimate business instructions of a superior directly related to performance of one's job.
- Disrupting the work environment.
- Excessive absenteeism or unacceptable patterns of tardiness or absenteeism.
- Sleeping while working.
- Repeatedly failing to clock in/out on the time clock as directed.
- Repeatedly forgetting to use time clock card.
- Job abandonment, meaning the failure to report to work without properly notifying your supervisor or General Manager.

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- Conduct that is likely to cause another Employee, resident of Muirfield, or vendor embarrassment, loss of dignity, feelings of intimidation, or loss of opportunity, including all forms of discrimination and harassment.
- Unauthorized use of Muirfield supplies, information, equipment, funds, or computer codes/passwords.
- Unauthorized disclosure of business “secrets” or confidential information.
- Possessing firearms or weapons while on Muirfield premises or carrying them while on Muirfield business; or threatening the personal safety of fellow Employees, residents, or vendors.
- Committing any act, on or off Muirfield’s premises, that threatens or is potentially threatening to the reputation of Muirfield or any of its Employees, residents, or vendors.
- Working overtime without the prior approval of your supervisor or General Manager.
- Performing work of a personal nature during working time.
- Smoking in the Workplace.
- Failing to meet assigned job responsibilities and duties.
- Any other violation of a Muirfield policy.

The above examples are not intended to constitute a complete and exhaustive list of prohibited conduct. In addition, Muirfield reserves the right to change the examples listed above at any time with or without notice.

Unless as otherwise provided herein, Employees should report unethical or dishonest behavior to their supervisor or General Manager. Reported activities will be investigated by Muirfield. The General Manager or the Board of Directors will determine appropriate means for proper resolution. Muirfield will deal with each situation individually and nothing in this Handbook should be construed as a promise of specific treatment in a given situation. Employees found to be conducting themselves in an unethical manner may be subject to appropriate corrective action, up to and including termination.

LIFEGUARD SWIM LESSON GUIDELINES

1. If you are scheduled to teach lessons, you are expected to be there! The only excuse accepted will be for illness or emergencies.
2. To prepare for your class (find equipment, extra help, etc.), be at the pool 10 to 15 minutes early.
3. If anyone disrupts the class you are teaching, ask the manager or asst. manager to talk with the person.
4. Teaching is not effective unless you demonstrate. You are expected to GET IN THE WATER.
5. Follow the instructor's manual for testing. If a child cannot meet the requirements, do not pass him or her.
6. No guard shall teach swimming lessons while on rotation or during rest periods.

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OPENING POOL RESPONSIBILITIES

1. Wipe down tables and chairs.
2. Set up umbrellas.
3. Check pool and restrooms for trash and cleanliness. Make corrections as needed.
4. Set up lifeguard stands.
5. Remove backboard from closet, place in designated area.
6. Skim pool of leaves, grass and other debris.

CLOSING RESPONSIBILITIES

1. Clean bathrooms. Always disinfect and use a toilet bowl scrubber on toilets. Clean mirrors, sinks, counters, long benches and floors. Check toilet paper, paper towel dispensers, soap dishes and lighting.
2. Put all forgotten articles in Lost and Found box.
3. Bring in backboard and rescue tubes.
4. Pick up litter around pool and outside fence, including parking lot and grass areas.
5. Check and clean baby pool area.
6. Check all pool grates.

HANDLING EMERGENCIES AT THE POOL

Pool lifeguards pull drowning victims out of the water, call for emergency assistance and perform first-aid resuscitative measures when necessary. Lifeguards frequently use reach poles, buoys and rescue rings during water rescues.

1. If you see someone in the water or on the deck, who is in trouble or injured, **ALWAYS** blow two (2) long whistle blasts before you do anything. This will alert other guards that there is an emergency. Blow one (1) long blast on your whistle for a rule infraction.
2. The rescuing guard should point to the victim. The next closest guard to the problem should assist immediately.
3. Care for the victim as needed. Another guard should begin clearing the area, or assist as necessary.
4. If it is a serious injury, all other guards should clear the pool immediately and assist in crowd control. Move all people to the grassy area around the pool.
5. If the injury appears serious, one guard who is not assisting with the injured person should go to the front desk and call for emergency assistance.
6. Any diving injury or other serious water injury should be treated as a back or neck injury. Move the victim through the water to the nearest side of the pool where you can stand and support the victim. **Do not** remove the victim from the water. Wait for help to arrive and let the paramedics remove the victim from the water.
7. After the incident is over, complete an **Accident Report** form and include it with the daily information that is sent to the office. The Accident Report must be filled out by the guard who observed the accident and signed by the manager or assistant manager. If no guard observed the accident, the manager or assistant manager will fill out and sign the report.

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OTHER SAFETY FACTORS

1. In the event of a storm, the pool and pool deck must be cleared of people and stay clear for at least 30 minutes following the last clap of thunder or sight of lightning.
2. In the event of a human waste accident or pool contamination, the pool must be cleared of people immediately, and shall not re-open without the manager's approval.
3. **You are required to report to your manager:**
 - a. If you see anyone jump the fence. Entrance to the facility is through the front gate only.
 - b. Any person appearing to be under the influence of drugs or alcohol.
 - c. If you are unable to get someone to follow the rules or leave the premises.
 - d. If a person wants to complain or is argumentative, tell them you must watch the pool and send them to the manager or assistant manager. Alternately, they may submit a written complaint to the manager.

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Standard Operating Policy Recreational Facility Rules

LIFEGUARDS – The responsibility of a pool lifeguard is to patrol and monitor the pool area for people in potential danger or those already in danger and enforce all safety rules.

SWIMMING POOL RULES AND PROHIBITED ACTIVITIES AND ITEMS

1. Improper swimming attire may damage the pool. Swim suits with buttons, zippers, bangles, metal or sharp parts may damage the pool liner, slide or cause injury and are prohibited.
2. All persons with bladder or bowel control problems are prohibited from using the pool unless they are wearing appropriate protective garments (e.g. swim diapers).
3. Persons under the age of 10 require the supervision of a person at least 14 yrs. or older.
4. The baby pool is limited for the enjoyment of persons 5 years old and under and their caretaker. Caretaker must be a responsible person 14 years or older.
5. If a person over five years old comes to the baby pool, direct them away. If they say they are watching another young person swim, remind them they must be 14 years or older to be supervising small persons.
6. Some small recreational items are permitted only at the discretion of pool staff.
7. The lap lanes are for swimming laps ONLY.
8. Unacceptable behavior - Running on the deck of the pool; playing chicken fights or sitting on shoulders; jump tag in or out of the water; sitting or playing on the ropes in the water; back dives and/or flips from any side of the pool; throwing, tossing or shoving another person and sitting or climbing on fences are all types of unacceptable behavior. When dealing with improper behavior, give a warning before imposing discipline. Instruct the person to sit down for a period of time (depending on the infraction). Failure to comply may result in expulsion for the day.
9. If you expel someone from the facilities, you must fill out an **Incident Report**. Record the person's name, date, an explanation of the infraction, the date they are allowed back in the pool, your signature, and their signature. Inform the front desk person and call the information to the other pool. The Incident Report must be included with the day's information that goes to the office. If the patron will not sign the form, state so on the form.
10. It is prohibited to bring certain item into the facility including glass containers, alcohol, drugs, skateboards, bicycles or other wheeled devices. It is also prohibited to use the facility after hours or off-season.
11. Food and beverages may not be taken into any of the water areas.

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DIVING WELL RULES AND PROHIBITED ACTIVITIES

When guarding the dive well, the following rules must be followed and enforced.

1. Loitering on the diving board is prohibited.
2. Swimming in the dive well is prohibited.
3. Only one person may be on the diving board at a time. The person next in line must keep one foot on the deck until the board is empty.
4. Diving or jumping off the side of the board is prohibited. Divers must go straight off the end of the diving board from a standing position only. It is prohibited to run or sit on diving board; do handstands, cartwheels, or inward type dives.
5. Only **ONE** bounce. Double bounces are prohibited. This is strictly enforced.
6. No crossing from board to board.
7. Masks, fins, snorkels, ball and other small swim recreational items and devices are prohibited on diving boards or in the diving well.
8. After a person dives, they must move away from the board, swim to the closest ladder and exit the pool.
9. Divers exiting the diving well must use the ladders.
10. "Bombing" guards or other people from the boards is prohibited.
11. Access to the diving well is by diving only.
12. Use good judgment. If you think someone cannot swim well enough to be in the diving well, a deep-water swim test may be administered. Lifeguards may test by having person swim the width of the pool without stopping. Treading water for a reasonable length of time is also helpful. Withhold permission to use the diving well to those you test who are unable to pass.

WATERSLIDE SAFETY RULES

1. Waterslide participants must be at least 48" tall.
2. Any person less than 48" tall must pass a swimming test before being allowed to use the slide. After passing the test they will be issued a temporary wristband.
3. It is prohibited to allow swimmers with swimwear containing metal rivets, buttons or fasteners to use the waterslide.
4. Patrons must remove jewelry, eyeglasses and goggles prior to going down the slide to prevent injury and loss.
5. Life jackets and/or flotation devices may not be worn on the slide.
6. Only one person may be on the slide at a time.
7. The landing area water at the base of the slide must be clear before allowing next swimmer to descend.
8. Participants must wait for the lifeguard's start signal before descending the slide.
9. It is prohibited to stand, kneel, spin or stop while descending the slide.
10. Participants must go down feet first while lying on their back.
11. Participants must exit the landing area immediately after leaving the slide.
12. Participants may not climb on the slide or platform equipment.
13. Pregnant women and persons with heart or back conditions should not use the slide.
14. Food and gum is prohibited on the waterslide.
15. Follow general pool rules.

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SPRAYGROUND SAFETY RULES

1. Follow general pool rules.
2. Persons under the age of 10 must be supervised by a person at least 14 yrs. or older.
3. Rough play, climbing or jumping onto or from spray equipment is prohibited.
4. Removal from the spray ground is at the discretion of the pool staff.
5. Food and gum is prohibited in the sprayground.

HOT TUB SAFETY RULES

1. Maximum capacity is 8 persons.
2. Swim suits required.
3. Shower with soap and water before entering hot tub.
4. Do not apply soaps or oils before entering hot tub.
5. Enter and exit hot tub slowly.
6. No jumping or diving.
7. Food is prohibited in the hot tub.
8. Avoid alcohol, drugs or medications before entering or during use of the hot tub.
9. Persons should consult physician before use.
10. Persons under 6 yrs. of age may not enter the hot tub.
11. All minors must be supervised by a parent or adult guardian.
12. Do not enter if temperature is over 104°F.
13. Limit time to 15 minutes and cool off before re-entry.
14. Anyone with circulatory problems, heart disease, diabetes, high or low blood pressure, any serious illness or are pregnant should consult physician before use.
15. Refrain from entering the hot tub when you are sick or when you have diarrhea
16. Avoid swallowing hot tub water or getting it into your mouth.

