

Muirfield Association Swimming Pools 2017 Employee Guidelines

The Association is looking forward to a very talented staff to complete the many duties required in maintaining a safe and pleasant experience for all of the residents and guests using the facilities this summer. Each employee has been given a handbook of rules and regulations established by the Muirfield Association. Please read and review the handbook occasionally to assure a successful work experience. Below are some additional points that need to be emphasized:

1. Be on time for your shift. Plan to clock in 10 minutes ahead of your scheduled shift to assure a smooth change from one shift to another. You should be ready to take over a position in the rotation at the direction of the assistant manager.
2. **Be in guard attire at all times while you are on duty. Always have a whistle in your possession when you are in a guarding position. You must have part of the guard suit exposed at all times to identify yourself as a member of our staff to swimmers.**
3. When not in a guarding position, you must not appear to 'be on vacation'. You may not lie on the deck or in lounge chairs. The guard area is your designated area during breaks between guarding. Keep this area clean and free from non-guard personnel.
4. The assistant manager on duty will assign guarding positions and establish the rotation according to pool patrons, staff availability, and overall safety. The planned rotation for each pool is as follows:
 - Glick Road pool: 6 guards – 4 chairs, 1 deck guard, 1 break.
 - Holbrook Rec. Complex pool: 5 guards – 3 chairs, 1 deck guard, 1 break.Weather and staff availability will affect the rotation; however, the assistant manager will determine the best use of our available staff.
5. Each employee is required to take a ½ hour break for each 5-hour work period. The breaks will be given at the discretion of the assistant manager to assure continuous safe coverage of the pool.
6. There will be no substitute book this year. **You must talk to the pool manager to request substitution.** The manager will assess the number of absences and make recommendations which will correct habitual behavior. For an extended vacation, the manager will attempt to cover the hours with long term substitutes or new hires.
7. An employee's behavior and language must, at all times, be professional. The use of profanity will not be tolerated at any time. This includes conversations between employees and with patrons of the pools.
8. Guards may not use the front desk and concession areas to gather. **No one is permitted to sit on desks or counters at any time.** Front desk and concession workers are to remain in their designated areas unless on break or with permission of the assistant manager.
9. Guards are permitted to use the water to cool down or to train during their breaks. **Guards may never use the diving boards while on duty** (on the clock). Only residents of Muirfield Village are permitted to use the facilities when not on duty.

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10. A primary duty of the manager or assistant manager is to assure the efficient use of staff when weather or other circumstances reduces patron use of the facilities. A fair and equitable method of reducing staff will be used, however, it is the decision of the manager or assistant manager, which is final.
11. Employees are offered a 50% discount on food in the concession stands. **At no time should employees other than concession workers enter the concession area.** No employee should take food products without paying the appropriate price. This is theft and will result in immediate termination upon discovery.
12. Each employee is required to maintain pool and work areas in a clean and sanitary manner. Cleaning duties will be assigned at opening and closing of the pools. However, it is the responsibility of each worker to pick up trash or identify a problem whenever it appears.
13. Each employee must demonstrate a professional appearance and demeanor. There should be no slouching or relaxing in guard chairs. Legs should never be draped over the chair rails and upright posture must be maintained.
14. **Whistles must always be in a guard's possession** and used whenever the pool is to be cleared or there are discipline problems.
15. Guards must know and enforce all rules in a very active manner. You cannot be passive and maintain a safe environment. You will always be supported by the manager or assistant manager if you are enforcing the established rules.
16. 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.
17. **Cell phones, Tablets, or other Electronics are not permitted during work hours. Failure to follow rule may result in immediate termination.**

THIS SHEET MUST BE SIGNED AND RETURNED WITH EMPLOYMENT PAPERS TO BE KEPT ON FILE AT THE ASSOCIATION OFFICE.

I have read the guidelines and I agree to follow and support the specific rules associated with employment at the Muirfield Association Pools.

Print your name _____

Your signature _____