

***CITY OF***  
***MONTROSE***  
***POOL***  
***MANUAL***

***CITY OF MONTROSE POOL MANUAL***

***TABLE OF CONTENTS***

LIFEGUARD COMMITMENT .....4

INTRODUCTION .....5

GENERAL INFORMATION .....6

ABOUT OUR LIFEGUARDS .....6

    CERTIFICATIONS AND SKILLS .....6

    RESPONSIBILITIES TO EMPLOYER.....7

    SAFETY .....7

    CONDUCT .....7

    PROFESSIONALISM .....8

    RESPONSIBILITY TO PATRONS .....8

    ROTATION .....9

PUBLIC RELATIONS .....9

GUIDELINES .....10

PERSONNEL POLICIES AND PROCEDURES .....11

    GUIDELINES.....12

    EMPLOYEE DISCIPLINE .....12

    MINOR OFFENSES.....13

    MAJOR OFFENSES .....14

    PAY SYSTEM.....15

    TIME CARD ETIQUETTE.....15

INCLEMENT WEATHER POLICY FOR MUNICIPAL POOL .....16

REASONS FOR CLOSING THE POOL .....16

POOL BREAKS .....16

CLEANING DUTIES .....17

STAFF MEETINGS .....17

VISITORS.....18

UNIFORMS .....18

LIABILITY .....18

MONTROSE POOL RULES .....19

FIRST AID PROCEDURES.....21

    MINOR INJURIES .....21

    SERIOUS INJURIES.....21

    LIFE-THREATENING INJURIES .....21

ACCIDENT MANAGEMENT .....22

EMERGENCY PROCEDURE GUIDELINES .....23

    SUPERVISION.....23

    WHISTLE SIGNALS .....23

    HAND SIGNALS .....24

CITY OF MONTROSE RESCUE ACTION PLAN .....25

RECOVERY ACTION PLAN .....26

DAILY OPERATING PROCEDURES .....27

    OPENING DUTIES.....27

    OPEN SWIM PROCEDURES .....27

LIFEGUARD COMMITMENT

The commitment of the City of Montrose Lifeguard is to provide a **SAFE**, **PROFESSIONAL**, and **FUN** aquatic environment for guests. Although lifeguard training is important, the profound realization of professional responsibility must be made. The lifeguard must never make assumptions that swimmers can fend for themselves – regardless of their abilities. Constant supervision is mandatory and the lack of it constitutes basis for termination of employment. Only when all staff members realize the importance of their roles, will a facility maximize safety and minimum liability.

Despite the extensive responsibilities, pool personnel are usually seldom appreciated and modestly paid. All pool employees will have opportunities to listen to complaints from guests, staff, co-workers, and supervisors. At these times it is important to remember that you are a public service employee – so do as much as possible to accommodate the individual. The City of Montrose is committed to excellence! You are a vital part of our team, and we ask for your dedication and desire to perform your duties with a high standard of excellence.

**INTRODUCTION**

The purpose of this manual is to acquaint you with The City of Montrose aquatic program. It has been prepared to record the procedures established by The City of Montrose. The manual is subject to change and revision, notice of which will be given to each employee prior to the effective date. It is essential that all employees familiarize themselves with the material in this manual.

If you have any questions about policies or comments about potential changes to policy, please bring them to the attention of your supervisor. By utilizing your input, we shall continue in our efforts to improve the aquatic program in order to offer the best opportunities possible for our patrons. Our goal is to use professional pool personnel to provide a safe and enjoyable atmosphere for patrons.

**GENERAL INFORMATION**

The City of Montrose's goal is provide an efficient, safe and aesthetically pleasing facility which will meet the recreational and therapeutic needs of Montrose and the surrounding communities and to serve people of all ages with a variety of constructive recreational opportunities and to stimulate interest and participation in various aquatic and recreational activities designed to enhance ones quality of life.

The City has maintained that a successful program incorporates three key points: **SAFETY, PUBLIC RELATIONS, and CLEANLINESS**. These factors should govern our entire operation and apply to all employees.

**ABOUT OUR LIFEGUARDS*****JOB DESCRIPTION***

Under supervision of the City Council, and direct supervision of a Pool Manager; enforce safety regulations for the protection of pool guests; make suggestions for new regulations; assist in general maintenance, and perform other duties assigned by their supervisor.

***CERTIFICATIONS AND SKILLS***

- Hold current certifications in Lifeguard Training (Red Cross Lifeguard Training is preferred), First Aid and CPR (Red Cross CPR for the Professional Rescuer is preferred).

***RESPONSIBILITIES TO EMPLOYER***

- Maintain CPR, First Aid, and Lifeguarding certifications.

***SAFETY***

All pool personnel are responsible for maintaining a safe environment for patrons. To ensure this environment, pool employees must require guests to conduct themselves in such a manner as to avoid personal injury. Rules and regulations must be strictly and uniformly enforced by each employee.

***CONDUCT***

The employees' good conduct is conducive to a wholesome atmosphere. Please, do not allow your personal problems to interfere with the success of the program. Alcoholic beverages and illegal drugs are prohibited on City property, and the use of such while on duty or prior to work will result in immediate termination of employment.

- Lifeguards **must report 15 minutes prior to the start of their scheduled shift.** During this time they may dress, check bulletin board for messages, review schedules, etc. Excessive tardiness can result in suspension or termination. If possible, lifeguards should call when they know they will be late.
- Any lifeguard wishing time off from their schedule **must** find a replacement to cover the shift(s).

***PROFESSIONALISM***

- Be attentive, sit in an upright position and don't prop legs on arm supports of guard chairs.
- Always have a rescue tube with you (when on deck) with the shoulder strap on and excess line in hand.
- Only safety equipment is allowed on the stands. Magazines, books, shoes, etc., are unacceptable (sandals are OK).
- No talking with friends while on the stands or walking the deck. All discussions with the staff should be short and on business issues only.
- Troubled guests should be referred to the Pool Manager.
- No personal cell phones allowed in the pool area. Please have your cell phones shut off when working.

***RESPONSIBILITIES TO PATRONS***

The purpose of the recreational program is to serve the public; therefore it is imperative that the employee establish a positive public image. It is also of paramount importance that the employee insure the safety of the participant by eliminating or controlling, to the best of his/her ability, safety hazards.

- One whistle blow is used to get someone's attention.
- Always prevent embarrassing any guest. If necessary speak with him/her in private or send him/her to the Pool Manager.
- Always document any incident or disciplinary action with guests in the log book.



***ROTATION***

Lifeguards will have a set rotation. They will be assigned positions at least one minute prior to opening time.

- Lifeguards will rotate every hour.
- Always identify problem areas from your new location.
- Be systematic in scanning the pool and deck.
- The **10/20 Rule**:
  - It should never take longer than 10 seconds to spot a victim in need of assistance.
  - It should never take longer than 20 seconds to reach a victim and begin rescue and first aid procedures.

In the case of an emergency, where a lifeguard must leave his/her assigned station, backup coverage will be provided as described from the pool's Emergency Action Plan.

***PUBLIC RELATIONS***

This cannot be written in the rules – it amounts to nothing more than the realization that as employees, we are here to serve the public and to inform them of the services and opportunities offered by the City of Montrose. Each employee must do all that is possible to extend courtesy to all guests. Employee conduct and action will reflect on the staff and the City of Montrose.

**GUIDELINES**

- Always attempt to answer all questions courteously and professionally – seek answers when you are unsure of the proper response.
- Explain proper schedules and rules as many times as needed; never assume that people already know our procedures.
- Enforce the rules strictly, fairly and uniformly.
- Good manners, willingness to serve, and attentiveness to duty can affect the public’s attitude towards our operation.
- Dealing with dissatisfied patrons requires patience and diplomacy. Work consciously at graciousness and control.
- Proper telephone manners will be utilized at all times.
- Cooperation with fellow employees is as important as with the patrons. Good customer service begins internally.
- Treat complaints as an opportunity for problem-solving and learning. Front-line people are encouraged to bring customer complaints and feedback to management.
- Front-line people are encouraged to evaluate our policies, procedures, and general “ways of doing things.”
- Please pass suggestions from patrons to supervisors. Management uses negative feedback to improve performance, and improve the aquatics program.
- If you find fault with pool operations or other recreation facilities, do not share with the public; rather, engage your support and suggestions with a supervisor so that a solution or compromise can be reached.

- Employees are empowered to exercise professional judgment and discretion on the customer's behalf.
- At the end of the shift(s), pool lifeguards are to verify that all children have left the pool area. If a small child is left unattended at closing time(s) (5:00 pm and 8:30 pm), it is the duty and responsibility of a lifeguard to remain at the pool until the child is picked up.

### **PERSONNEL POLICIES AND PROCEDURES**

Responsibility to employer: In accepting employment, the worker becomes obligated to carry out all instructions to the best of his/her ability, and to give the City 100% effort.

The **employee is required to understand and enforce all policies, rules and regulations.** Any questions relating to them should be with discussed with the immediate supervisor. The City of Montrose believes strongly in the *Chain of Command*; any problems or questions should be addressed with your immediate supervisor first. The employee is responsible for the security of facilities, activities and equipment in his/her respective areas. **Loyalty to fellow workers, supervisors, and subordinates is required.** If any employee finds that the facility is running low on supplies or items in need of repair, this information is to be brought to the attention of his/her immediate supervisor.

**GUIDELINES**

- Do the job the way you were hired to perform it, not the way it might seem easier to do at the time.
- Know all the facilities' rules, and enforce those rules. Do not make rules to sound impressive or practical at the moment.
- Rules are posted at all facilities and will be strictly and uniformly enforced.
- Protection of the City of Montrose's assets is a responsibility of every employee.

**EMPLOYEE DISCIPLINE**

The purpose of discipline is to correct an employee's behavior so that employee is a more effective team player. Discipline should facilitate a change in behavior and is not used to "get even." Because discipline should be corrective, the disciplinary action taken should be applied consistently and must be appropriated for the offense.

Causes for discipline fall within a wide range, from minor offenses to serious problems. The following lists serve as guides for the application of disciplinary actions. These lists are divided into major and minor offenses. In addition, they provide examples of problems that could occur.

- Any willful destruction of property, unauthorized use of the facility, unauthorized possession of facility keys, or showing up for work under the influence of alcohol or drugs may result in immediate termination. Additionally, any destruction of City property or assault of a City employee or patron may constitute legal action.
- All violations will be documented and shared with the employee.

- Any violation of the regulations, written or stated, may result in suspension or termination depending on the severity of the problem.

### **MINOR OFFENSES**

The following offenses need correction, but the City does not consider them to be problems that would require termination of employment. These will usually warrant an oral or written reprimand. However, repetition of these offenses will dictate more serious measures. Some examples are:

- Failure to complete all required paperwork.
- Failure to perform cleaning duties properly.
- Calling with an inappropriate excuse for being late (habitual).
- Improper phone usage: personal calls, not answering phones, inappropriate answering.
- Not prepared for assigned shift.
- Disregarding assigned duties while on shift.
- Unauthorized use of equipment.
- Blatant disrespect of equipment, facility, or fellow employees.

**MAJOR OFFENSES**

These are serious problems and therefore require more serious action. These kinds of problems may require suspension or dismissal.

- Drug or alcohol usage.
- Late without calling.
- Not showing up for shift or not finding a replacement for your assigned shift.
- Rudeness to patrons.
- Leaving doors and gates unlocked.
- Refusing to perform assigned duties.
- Improper behavior in guard room, office area, pool deck, etc.
- Leaving guarding or instructing station.
- Improper behavior: attitude, complaining, gossip, pouting, temper tantrums, etc.
- Inappropriate dress, no uniform.
- Ignorance of safety.
- Lengthy conversation with friends/patrons while on duty.
- Use of pool for private use without prior permission.
- Negligence in assignments.
- Cessation of duties without sufficient notice.
- Cell phone usage during working hours per employee policy 2.11.

**PAY SYSTEM**

At the end of each payroll period, time cards will be turned in to the Pool Manager by Sunday night, then to City Finance Officer on Monday mornings **by 9:00 a.m.** The Pool Manager is responsible for approving time cards for each employee and ensuring that all addition is done correctly (time cards must include total hours). Pay day is every other Friday. All payroll is paid by Direct Deposit.

**TIME CARD ETIQUETTE**

- Time cards must be turned in every two weeks, no exceptions = if you do not turn in a time card, you may not be paid until the following pay period.
- The Pool Manager is personally responsible for checking that the daily totals are correct and then double checking that the weekly totals are correct.

**INCLEMENT WEATHER POLICY FOR MUNICIPAL POOLS**

When the weather is cold or rainy, employees are expected to REPORT TO WORK – unless otherwise notified by the Pool Manager. When a lightning storm occurs, all swimmers will clear the pool and wait for a minimum of 20 minutes after the most recent sound of thunder or sighting of lightning. No one will re-enter the pool area until the Pool Manager has determined the threat to be gone. Staff members are to remain on duty until dismissed by the Pool Manager.

**REASONS FOR CLOSING THE POOL**

- The quality of the water, or the facility, presents a health or safety hazard.
- There is lightning visible or a severe storm warning has been issued for the pool/park area.
- Outside temperature falls below 70 degrees and there are no patrons at the pool.

Once the pool has been closed, it will be the responsibility of the lifeguards on duty to clear the area quickly and efficiently, and to remain at the pool until all children have left the area or have been picked up. Note: Closing the pool due to lack of guest attendance is not acceptable. The pool shall remain open as long as there is a guest.

**POOL BREAKS**

The purpose of the pool break is to give patrons an opportunity to rest and/or bring an out of control pool back into control. Any adults (defined as a person 18 years of age or older) may remain in the pool. Lifeguards may utilize the pool during breaks only to cool-off. The standard break is 10 minutes. During days with temperatures over 100 degrees and/or high humidity warnings, additional breaks may be scheduled by the manager. Breaks are to be designated as a time for lifeguards to get rehydrated, rest their eyes from the pool glare, and remove themselves from direct heat.



**CLEANING DUTIES**

All personnel employed will participate in the cleaning of the facility. This may include the following:

- Picking up trash on deck and in the observation areas.
- Making regular cleaning checks of the bathrooms, changing rooms and the cashier/office areas.
- Washing, squeegee, disinfecting decks and changing rooms.
- Picking up grounds and surrounding areas of the facility.
- All bathrooms are to be checked.
- Glass or sharp objects should be swept up or picked up using gloves or tongs and placed in the appropriate container.

These general duties are for ALL pool employees. The Pool Manager may ask you to do specific extra cleaning duties, which also must become part of your shift.

**STAFF MEETINGS**

Attendance is mandatory, for all staff, at all meetings set by the management. The aquatics management believes that staff meetings are vital to the development of a sound program and fostering team morale. Staff meetings also serve as a forum for the exchange of ideas and presentation of various types of activities and studies. These are paid meetings. Safety procedures will be reviewed and practiced at these meetings.

**VISITORS**

The atmosphere at the pool is usually informal; however, employees must remember that they are being paid to work. Friends are welcome at our facilities, but only in the capacity of paid participants. Visitation during working hours is prohibited. Visitors should never be allowed in employee areas such as behind the counter or in the mechanical room. Guards are absolutely not permitted to carry on a conversation while on deck – not only does this take your attention off the water, it also looks unprofessional.

**UNIFORMS**

All lifeguards will be required to wear the swimsuit with the “lifeguard” logo to ensure patrons know who is on duty.

**LIABILITY**

We are burdened with the growing and almost prevailing attitude that every injury should receive compensation – regardless of fault. Anyone can be sued for anything at anytime. The method by which an accident is managed is not the only factor involved in proving negligence. The facility design, supervision, staff training, certification of staff, and lifeguard professionalism (past and present) are a few items which may be scrutinized during a lawsuit. It is not uncommon in a large lawsuit for the injured party to seek restitution from every party including the lifeguard(s) and the City. The American Red Cross is considered a national authority in lifeguarding and aquatic information.

Therefore, following their guidelines, as well as those outlined in this manual, will make it very difficult to prove negligence against any aquatics staff member.

**Montrose Pool Rules to be Enforced**

ANY ACTIVITY OR BEHAVIOR YOU FEEL IS UNSAFE MUST BE STOPPED!

No Running on the pool deck or in pool house.

No unsafe play or behavior (pushing and/or horseplay)

No diving except in the 9 foot deep area of the pool.

No flips except in the 9 foot deep area of the pool.

No food or glass in pool area.

No jumping toward the wall or ladder.

Children may not under any circumstances play with the rescue tubes.

No swearing or foul language.

Children in the baby pool must be under 5 years of age. Those unable to swim must be supervised by a responsible guardian at all times.

Balls, kick boards, and toys are not to be used in a way that may injure patrons. If abused, they may be taken away as punishment at the lifeguard's discretion.

Non-swimmers may not use kick boards and balls as flotation devices in areas where they are unable to touch.

Bathing suits are to be worn. Cut-offs and t-shirts are not allowed, but exceptions may be made for severe sunburn or other medical reasons.

Any patron whose swimming skills are doubted may be given a quick swimming test to assure they can swim safely.

Showers must be taken before entering the pool (this needs to be enforced).

Bandages must be removed.

No chewing gum while swimming or on deck.

All litter must be placed in proper trash cans.

No smoking or alcohol in pool area or shower rooms.

### **Enforcement of Rules**

Do not be afraid to control negative behavior. As a staff member, you are responsible to and for the whole pool. You deserve the respect of all patrons. Disrespect to the guard is a valid reason (if you have acted and spoken wisely) for dismissal.

Warning for negative behavior must be given. Whistles must be used.

Appropriate punishment within the pool may be given at the guard's discretion.

Common punishments may include sitting out, explanation of why the rule is in place, or loss of toy use for a period of time. If disciplinary action is taken, it must be documented to protect the pool and its staff.

Baby pool must be checked often for unsupervised children, over-aged children, and emergency situations.

**FIRST AID PROCEDURES*****MINOR INJURIES***

- Emergency first aid will be administered in the first aid area. Precautions, like using gloves or CPR Microshield, to contain any bodily fluids must be taken when responding to the situation.
- Accident forms will be completed by the lifeguard who helps the victim and then approved by the Pool Manager.
- The parent or guardian may be notified at the discretion of the supervisor. Under no circumstances will any employee transport the injured person to their home or to the hospital.

***SERIOUS INJURIES***

- Administer first aid using proper precautions according to OSHA guidelines.
- Contact the Pool Manager immediately.
- Accident forms will be completed by the lifeguard issuing first aid, initialed by the Pool Manager, and then given to the City Finance Officer.
- An attempt will be made to contact the parent or guardian, but first priority is to take care of the victim. An ambulance will be called if deemed necessary.
- Under no circumstances will any employee transport the injured person to their home or to the hospital.

***LIFE-THREATENING INJURIES***

- The rescuing lifeguard will give the emergency signal (3 whistle blasts) to make the rescue.
- Assisting lifeguards will assume responsibility for the entire pool during the rescue or until the pool is cleared.
- If it is necessary for a lifeguard to make a water rescue, the back-up lifeguard will be responsible for the backboard and other needed medical supplies.
- The Pool Manager will be notified immediately after the medical services are called. All accidents, including injuries to staff members, require a completed accident report form.

**ACCIDENT MANAGEMENT**

1. Never treat an accident too lightly. Fill out accident reports for all injuries (even minor cuts and scrapes). Accident report forms should be as detailed as possible in case they need to be referred to later.
2. Any victim with a remote possibility of a head or neck injury should be treated as a spinal injury until EMS takes over.
3. Always follow OSHA procedures when administering first-aid, cleaning up after an accident, and or disposing of contaminated first-aid and cleaning supplies.
4. **Never** speak with patrons or media about an accident when cause or condition are unknown. **NEVER** admit blame, cause or mishandling (these statements will come back to haunt you). In the event of a crisis, the City of Montrose will develop and release a statement explaining what happened as soon as possible.

**EMERGENCY PROCEDURE GUIDELINES*****SUPERVISION***

- All swimmers in all programs must have supervision by certified guards.
- The minimum number of lifeguards for any program is two. One person, no matter how well trained, cannot effectively perform a major rescue, i.e. boarding a spinal injury victim, stop major bleeding, etc.
- All lifeguards must have a rescue tube in his/her possession while on the pool deck.
- The most important duty of a lifeguard is to PREVENT accidents from occurring. Ideally, a facilities preventative lifeguarding program should result in NO RESCUES.
- Report any potential hazards to your immediate supervisor.

***WHISTLE SIGNALS***

**ONE** short blast = Gain attention of guest or other guard.

**TWO** short blasts = Alert another lifeguard, instructor, or Pool Manager that a guard is leaving his/her station. This is the signal for a non life-threatening rescue and will activate back-up coverage.

**THREE** short blasts = Life-threatening Rescue. Emergency Action Plan (EAP) is put into action, pool is cleared, EMS services are notified, and Finance Officer and Pool Manager are contacted.

***HAND SIGNALS***

**POINT** = To gain attention and give directions.

**CLENCHED FIST RAISED ABOVE HEAD** = Assistance is needed (Can be used on deck or in water).

**TAP TOP OF HEAD** = Situation is under control.



**MONTROSE POOL**

**RESCUE ACTION PLAN**

**Accident Occurs – 3 Short Whistle Blasts**

Responsibilities:

<b>Primary Rescuer</b>	<b>Secondary Rescuer</b>	<b>Third Rescuer &amp; Add Pool Personnel</b>	<b>Pool Manager</b>
Begin Rescue & Emergency Procedures	Notify Additional Staff	Clear Pool Area	Notify Victim's Family
Provide First Aid	Assist with Rescue and First-Aid	Call EMS 9-1-1	Complete Corrective Actions (If Needed)
Continue Care Until Relieved by EMS	Interview Witnesses	Call Pool Manager	
Complete DETAILED Reports		Direct EMS from Outside to Scene	

**MONTROSE POOL**  
**RECOVERY ACTION PLAN**

**Recovery is Evident – 991 IS CALLED IMMEDIATELY**

Responsibilities:

<b>Primary Rescuer</b>	<b>Secondary Rescuer</b>	<b>Third Rescuer &amp; Add Pool Personnel</b>	<b>Pool Manager</b>
Call EMS 9-1-1	Notify Additional Staff	Clear Pool Area	Notify Victim's Family
Begin Recovery Attempt	Assist Recovery Attempt	Call Pool Manager	Complete Corrective Actions (If Needed)
Complete Detailed Reports	Interview Witnesses (if any)	Direct EMS from Outside to Scene	

***\*In a Recovery situation, a Recovery shall be attempted by City Personnel but Under no circumstances shall the Rescuer go beyond their capabilities and place themselves in danger during a recovery situation.***

**DAILY OPERATING PROCEDURES**

***OPENING DUTIES***

1. Check bathrooms (Inside and Outside Bathrooms)
2. Check gates
3. Check ropes
4. Check facility equipment
5. Check slide(s) and any play structures.
6. Walk around pool to inspect for any abnormalities

If any equipment problems or potentially hazardous situations exist, contact City Office.

If any personnel problems arise, contact the City Finance Officer at City Office.

***OPEN SWIM PROCEDURES***

- Open Swim Hours are 1:00 p.m. to 5:00 p.m. and 6:00 p.m. to 8:30 p.m.
- 1:00 p.m. and 6:00 p.m. – Guards are in stands and the doors are opened.
- 5:00 p.m. and 8:30 p.m. The pool is cleared.