

**eliminating racism  
empowering women**

**ywca**

# **aquatic manual**

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# **1. About This Handbook**

This handbook has been put together to

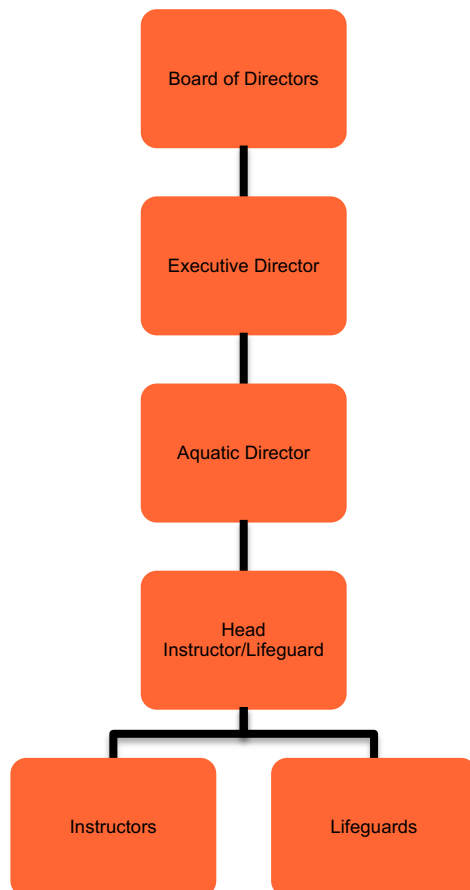
- Provide an understanding of the YWCA Aquatic Center and our commitment to our members.
- Guide you in your job responsibilities as a YWCA employee.
- Assist you with a consistent approach to carrying out policies and procedures.

The YWCA is a service oriented organization and it is our duty to ensure that our members' 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.

**Remember that you are a representative of the YWCA and our public image is created by your actions.**

## 2. YWCA Organizational Structure



## **3. General Employee Guidelines**

### **3.1 Job Performance**

Follow through on the responsibilities of your job. Do not allow personal problems to interfere with job performance.

#### **3.1.1 Guest Check-In**

Everyone must personally check in before entering the pool.

- a. Ask to see everyone's membership card and then take tickets and/or money.
- b. Keep tally on participation slip as you receive it.
- c. Use one participation slip for each open swim:
  - i. Count total
  - ii. Fill in bottom
  - iii. Sign your name
  - iv. Include date and time
  - v. Turn into receptionist as soon as possible after finish of swim.

#### **3.1.2 Time Cards and Payroll**

- a. Be punctual.
- b. Report to work 10-15 minutes before duty time to sign in (unless otherwise specified by Director).
- c. Keep track of hours on your time card.
  - i. Punch out on breaks.
  - ii. Do not punch in more than 10 minutes early.
- d. Sign your payroll sheet on time.
  - i. Put your correct times on your sign-in sheet when coming on duty or upon ending your shift.

**If you do not sign in you will not be paid for your hours.**

**If you fail to fill out payroll on time you will not be paid.**

#### **3.1.3 Substitutes**

- a. Work your shift whenever possible and find adequately trained subs when you cannot work.
- b. If it so absolutely necessary that the guard be absent, he shall:
  - i. Secure a substitute from the list of lifeguards in good standing.

- ii. Obtain permission to be absent from Pool Director.
- c. If a sub cannot be found, you are responsible for working.

### 3.2 Professional Development

- a. Become adequately trained in your area.
- b. Stay in good physical condition, exercising your abilities by swimming 1 mile (36 laps/72 lengths) weekly and recording the laps on your designated sheet.
- c. Visiting with friends or phone calls should never interfere with your work.
  - i. Keep all visits brief.
  - ii. Limit your social calls to 2 minutes.
- d. Attend all staff meetings and training sessions. These meeting are mandatory and attendance will reflect rehiring policies!
- e. Keep certifications updated.
- f. Keep watch for messages or guard meetings on black board in the lifeguard office.
- g. Be consistent with rule enforcement; treat everyone with the same consideration. DO NOT allow personality conflicts to cloud judgment!
- h. No job can be considered permanent. Poor performance or negligence will result in termination.

### 3.3 Communication

- a. Keep open lines of communication: 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.
- b. Be alert and courteous at all times.
- c. Provide support to other employees. WE ARE A TEAM AND INDIVIDUAL PLAYERS ARE NOT ALLOWED!!!
- d. Good communication is a must. If you don't know the answer, FIND OUT
- e. Smile!
- f. Maintain professional relationships with colleagues.
  - i. Know the scope of the guard duties.
  - ii. Keep a professional atmosphere by eliminating the gossip and judgmental accusations.

**Be alert and  
courteous at all  
times.**

### 3.4 YWCA Image

As an employee, you play a crucial role in creating a positive public image. You can make others respond to more positively if you do the following:

- a. Wear attire that will identify you as a lifeguard.
- b. Set an example at all times while in the facility, on or off the clock.
- c. Keep desk area & pool deck clean.
- d. Respond immediately to a user's questions or presence by smiling, nodding, or asking if you may help.
  - i. If you cannot immediately respond, at least acknowledge his/her presence by indicating that you will be with him /her in a moment.
- e. **Never argue with a patron.**
  - i. Strive to remain courteous and listen to irate people, they may have a valid complaint.
  - ii. Refer them to the Aquatic Director.
  - iii. Remember these people may be having bad day. It happens to the best of us!

### 3.5 Supervisor Duties

You can expect your supervisor to:

- a. Provide supplies and material necessary to do your job.
- b. Provide information and keep you posted on new programs.
- c. Provide support for your decisions when you are following YWCA policies.
- d. Periodically evaluate your performance and give you feedback.
- e. Treat you with respect.
- f. Be fair and honest.
- g. Provide guidance and leadership.
- h. Respond to your questions and concerns.

## 4. Lifeguards

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

When guarding, SCAN the pool area. Do not try to watch all the people in the pool as individuals. Do not watch one area constantly. With a small amount of experience, a guard can learn to pick out the difference or unusual actions which may indicate trouble from the normal pattern of activity.

Know the area for which you will be responsible. The three areas with the most chance for accidents are:

- The shallow end of the pool.
- The diving area.
- The deck area.

### 4.1 Rules for Lifeguards

- a. Be at designated position in pool area when classes or open swims begin.
- b. Rules should be enforced in a uniform manner to all swimmers.
- c. Never allow swimmers to use the pool until a lifeguard or instructor can adequately guard the pool.
- d. Do not yell at swimmers. Call them to you and give them an explanation or reason for observing the rules.
- e. The habit of mentally classifying swimmers according to ability is a good one. Weak swimmers should be noticed more often.
  - i. Enforce the rule that swimmers who are not able to take care of themselves in deep water must remain in shallow water.
  - ii. Swimmers may not advance to deep water by holding on sides of pool.
- f. In case of misconduct on the part of the swimmers:
  - i. Correct the individual in a positive and concise language.
  - ii. Notify the Pool Director if the violator refused to comply. Do Not argue with the violator.
- g. The whistle is generally the best aid a guard can have, however, if the whistle is not used correctly and sparingly, it is worthless.



- h. Know that lifesaving equipment is in place for use prior to opening.
- i. Tools and equipment are to be returned to their proper place as soon as they are no longer in use.
  - i. The rope is to be hooked in the pool for all open swims and most private parties. It is not to be taken down until two minutes before the end of the swim time.
  - ii. PFD's should be hung up, rinsed off with hose and allowed to dry before storing.
- j. Assume a posture which is conducive to quick and efficient action.
- k. Be a lifeguard on duty avoiding the temptation to converse socially – always facing the swimmers.
- l. When 10 or more swimmers are in the pool, one guard needs to be in the chair or standing on the deck with a thorough view of the pool.
- m. Lifeguard should be the only person allowed on guard stand at all times. No diving from guard stand except in emergency.
- n. When working in shifts, never leave the pool until the next guard is on duty. NEVER LEAVE THE POOL UNGUARDED WITH SWIMMERS IN IT.
- o. Never swim alone in the pool.
- p. After the swim period, make a careful check of the water before leaving the pool area.

**Lifeguards should know and observe pool rules at all times.**

## **5. Pool Rules and Regulations**

### **5.1 Before Entering Pool**

- a. Showers are required before entering pool.
- b. Towels should be left in locker rooms on hooks.
- c. Breakable objects are not permitted in the pool area.
- d. No persons will be permitted to swim having 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.

### **5.2 Pool Conduct**

- a. Profane language or any type of behavior annoying to other swimmers is prohibited.
- b. No alcoholic beverages or persons consuming alcohol are permitted in the pool area. No tobacco in the pool area.
- c. No rough play, shoving, or general horseplay.

- d. No running or tag games in the pool, on deck, or in the locker rooms.
- e. Swimmers are not to hang or play on the rope in the pool.
- f. There will be no visiting or unnecessary talking to lifeguards or pool personnel while on duty.
- g. Only one on the diving boards at a time. Look before you dive, dive straight, no double bounding and swim to the nearest ladder. No hanging on boards.
- h. There will be no swimming in the diving area when the boards are in use. No back dives or flips off the edge of the pool.
- i. Swimmers should not dive, jump from, or hang onto starting blocks.
- j. Eating on the pool deck is not permitted. Keep all food in the office (except drinks), and if there are 2 or more guards on duty you may take a break to eat.
- k. Children wearing floaties or using inflatable toys are restricted to the shallow end.

### **5.3 Pool Equipment and Use**

- a. 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.
- b. No face masks or goggles are allowed when jumping off the board.
- c. Kickboards and leg buoys are to be used for lap swims and "Y" teams only.

## 6. Staff Safety

- a. The phone in the office is toll restricted (cannot get out on 0 or 1), so have emergency number on hand.
- b. Enforce all pool rules.
- c. Handle all chemicals appropriately. (See chemical safety sheets.)
- d. When lifting use proper lifting techniques; use legs, not the back to lift.
- e. Monitor weather conditions. Follow guidelines for bad weather. (See weather sheets.)
- f. 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.
- g. Handle all electrical equipment with care and following the safety guidelines for such equipment.
- h. Keep all equipment in good condition and in its designated place.
- i. Make daily checks of the locker rooms. Note any potential hazards.
- j. When treating any open wound always wear gloves.

## 7. Emergency Information

### 7.1 In Case of Accidents

- a. 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.)
- b. Know the proper procedure in case of an accident.
  - i. (Review the procedure advocated by the American Red Cross in order to be prepared to take quick and effective action.)
  - ii. Always fill out an accident report and leave on the Director's desk.
- c. 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.
- d. If the injury is more serious, administer first aid, call the front office attendance to call a physician and notify the Director.
- e. **In case of a serious water accident, clear the pool of swimmers.**
- f. Head Guard or Director will make out an accident report for the front office.

## **7.2 Weather Emergency Plan**

### **7.2.1 Thunderstorms**

- a. In case of thunderstorm in the immediate area, the guards on duty are to clear the pool and have the clients move to the locker room area.
- b. No one is to swim during an electrical storm.
- c. Also, caution the clients to not use the showers.
- d. Guards should also avoid using the telephone, except in an emergency.

### **7.2.2 Tornados**

- a. In case of a tornado warning the pool area is to be cleared by the lifeguards and staff immediately.
- b. Clients are to move to the dressing rooms or to the basement, if time allows, until the threat passes.
- c. Once the pool area is cleared the staff is to join the clients in a protected area.
- d. Clients and staff should stay away from all windows, doors, and outside walls.

## **7.3 Fire Emergency Plan**

- a. In case of fire the guards on duty are to call 911
- b. Evacuate the pool area using one or both of the exits.
- c. They are to check the locker rooms for clients and after everyone is out safely then they are to leave the building, too.
- d. If anyone is in need of immediate first aid after they have been evacuated it is to be administered at this time.