

Seasonal Employee Handbook and Safety Information

-Full Edition-

American Pool Management - Philadelphia

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Seasonal Employee Handbook & Safety Information

Welcome! I would like to thank you for joining our team this season. You will find that your guarding experience with us can be both enjoyable and rewarding. As with everything you do in life, what you put into this job will determine what you get out of it.

Our job is to help you do your job. We have put together a team of experienced professionals who want you to get the most out of this summer job. This handbook will help familiarize you with a number of important areas that relate to your job. By reading and paying close attention to the information set forth, you will gain much of the basic knowledge that will allow you to have a positive experience with your new job.

Even if you have worked with us before, please read this thoroughly to become familiar with any changes that have been made. If you follow the procedures and expectations contained in this handbook, you will be successful at your job. If you ever have any questions, try to see if you can find the answers here, or within the www.guardforlife.com website first. If not, or if you are unclear about something, please ask your supervisor or give us a call.

Remember that this is a team effort and if we all work together we can have a great season!

Contents

Employee Information	6
<i>Our Mission.....</i>	<i>6</i>
<i>Standards of Conduct.....</i>	<i>6</i>
<i>Public Relations/Customer Service.....</i>	<i>7</i>
Know the Property	7
Introduce yourself.....	7
Cooperation with On-site Personnel and Resident Managers	7
Cooperation with Patrons and Guests	7
Dealing with an upset customer/Conflict Resolution.....	7
Chemical Handling Guideline	8
Job Descriptions	8
<i>Gate Guard.....</i>	<i>8</i>
<i>Lifeguard.....</i>	<i>8</i>
<i>Pool Manager (OSHA Chemical Handling Trained).....</i>	<i>8</i>
<i>Area Supervisor (OSHA Chemical Handling Trained).....</i>	<i>8</i>
<i>Regional Manager (OSHA Chemical Handling Trained).....</i>	<i>9</i>
<i>Recruiting and Staffing Manager.....</i>	<i>9</i>
Uniform & Appearance.....	9
Scheduling.....	11
<i>Lunch or Dinner Breaks.....</i>	<i>11</i>
<i>Calling Out</i>	<i>11</i>
<i>Days off</i>	<i>12</i>
The Process:	12
Clocking In and Out.....	12
<i>The Process</i>	<i>12</i>
<i>How our system works:</i>	<i>12</i>
Special Notes for clocking in and out every employee should know.....	13
Payroll.....	13
<i>Receiving your check.....</i>	<i>13</i>
<i>How to insure your paycheck will be correct... ..</i>	<i>13</i>
<i>Deductions</i>	<i>13</i>
<i>Payroll Questions</i>	<i>14</i>

The Job	14
Employee Expectations	14
<i>Cell Phones</i>	<i>15</i>
<i>Manners</i>	<i>15</i>
<i>Breaks.....</i>	<i>15</i>
<i>Safety Equipment Checks</i>	<i>15</i>
<i>Supplies</i>	<i>15</i>
<i>Lounge Chairs.....</i>	<i>15</i>
How to Contact Your Supervisor	15
<i>Safety Audits.....</i>	<i>16</i>
<i>Skills Testing</i>	<i>16</i>
<i>In-Service Training</i>	<i>16</i>
<i>Health Inspections.....</i>	<i>16</i>
<i>Daily Responsibilities.....</i>	<i>16</i>
<i>Bathrooms.....</i>	<i>16</i>
<i>Trash</i>	<i>17</i>
<i>Chemicals & Record Keeping.....</i>	<i>17</i>
Daily Facility Maintenance	17
<i>Opening procedures</i>	<i>17</i>
<i>Closing Procedures.....</i>	<i>17</i>
Generic Swimming Pool Rules	18
<i>Pool Signage</i>	<i>18</i>
Reasons for Closing a Pool	19
<i>Acceptable Reasons to Close a Pool</i>	<i>19</i>
The water is cloudy and or green and you are unable to see the main drain.	19
Feces or vomit is found in the pool.....	19
A significant amount of blood is in the pool.....	19
A Health Inspector shuts down the pool.	19
The Chlorine level is below standard.....	19
The filter system is not running.....	19
<i>Weather</i>	<i>19</i>
Safety.....	20
<i>Responsibilities.....</i>	<i>20</i>
Management.....	20

The Employee	20
Company Policies	21
Sexual Harassment Policy	21
<i>Definition</i>	<i>21</i>
Prohibited Conduct	21
<i>Whom does this apply to?</i>	<i>22</i>
<i>How do I make a complaint?.....</i>	<i>22</i>
<i>Alcohol and Drug Policy</i>	<i>22</i>
Supplemental Manuals.....	23
Employee Sign-Offs	23
POLICIES AND PROCEDURES ACKNOWLEDGEMENTS.....	24
<i>OSHA Hazard Communication</i>	<i>24</i>
<i>Bloodborne Pathogen Exposure</i>	<i>25</i>
<i>Personal Protective Equipment</i>	<i>26</i>
<i>Hepatitis B Vaccine Declination.....</i>	<i>27</i>
-end-	27

Employee Information

Our Mission

“To be the leader of the swimming pool service industry, providing the highest level of safety and service to our customers.”

Standards of Conduct

The Standards of Conduct are the general rules that govern employee behavior. This list is intended as a guideline and does not necessarily include all violations. It would be a violation of company policy to engage in any of the following behaviors:

1. **THEFT** (attempted or actual) – Theft can include, but is not limited to:
 - a. Taking or using property that belongs to the company, aquatic facility, or to someone other than you.
 - b. Being aware of theft and not reporting it. This includes both direct and indirect information about an act of theft or misappropriation.
 - c. Signing or clocking in or out in a manner that results in payment of wages for time not actually worked.
2. **DRUGS** – Possessing or being under the influence of alcohol, inhalants, intoxicants, illegal drugs, or the misuse of legal drugs.
3. **PUBLIC DISPLAYS OF AFFECTION** – Any display or demonstration of affection including hand-holding, kissing, and any form of sexual contact/conduct, whether consensual or not.
4. **LEAVING** – Leaving an assigned position without authorization or refusing to report to your assigned position.
5. **FALSIFYING** – Tampering or providing false information on pool reports and records.
6. **ABSENTEEISM or TARDINESS** – Absenteeism or tardiness beyond the set limits of the Attendance Policy.
7. **INSUBORDINATION** – This includes failing or refusing to perform work as instructed, failing to follow company policies and procedures, being rude to fellow employees or superiors.
8. **CRIMINAL ACTIVITY** – Criminal activity that is on or off company property which poses substantial risk to other employees, pool patrons, and/or property of the company (includes drug use on company property).
9. **POOR CONDUCT** – Acting or engaging in conduct, whether on-duty or off-duty that could cause the company or any of its employee’s embarrassment; that creates the appearance of impropriety; or that otherwise causes the company to be held in disrepute by the community, its customers, or its employees.
10. **OFFENSIVE LANGUAGE** – Malicious gossip or the use of abusive language or gestures that company deems to be **PROFANE** or **OFFENSIVE** towards pool patrons, employees.
11. **CHEWING TOBACCO, SMOKING, or SPITTING** – Chewing tobacco, smoking or spitting in view of the pool patrons while in uniform or on duty is strictly prohibited.
12. **VIOLATIONS of the DRESS CODE** – Excessive violations of the Appearance guidelines.
13. **SAFETY VIOLATIONS** – Violations of safety procedures. This includes talking on a cell phone while sitting in the lifeguard stand/chair.
14. **NEGLIGENCE** – Deliberately or carelessly using, misusing, losing, wasting, or damaging property of the company, an employee or pool patron.

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15. LOITERING – Allowing others to disrupt your work, or being disruptive in a manner that interrupts the normal course the pool's operation.
 16. SLEEPING – Sleeping on the job during working hours.
 17. HARASSMENT – Harassment of any type including horseplay, threatening behavior, or fighting.
 18. UNAUTHORIZED ENTRANCE – providing entrance to unauthorized pool users (friends, family).
Trespassing on the pool property during non-duty or non-operating hours.

Public Relations/Customer Service

Customers are the most important people to enter our pool and everyone is a customer! The way you talk, your appearance and your mannerisms will leave a lasting impression. Please treat everyone the same way you would like to be treated!

Know the Property

Knowing the Property is the first line in customer service. Each property is different. The patrons and your daily responsibilities may be different at each facility. Check the Pool Manual at each facility for specifics.

Introduce yourself

Even if you are only at a facility for one day, Property Managers feel more comfortable if they know who is guarding their facility. It takes only moments to say hello and give the property your name. The impact goes a long way in Public Relations. Prior to the season your supervisor should introduce you to the Property Management of your permanent facility.

Cooperation with On-site Personnel and Resident Managers

It is imperative that you cooperate with and respect the on-site personnel. We have been contracted by the Property Management Company, HOA, Community, or Swim Club in order to relieve the pool representative of undue concern regarding the swimming pool environment, therefore most problems should be handled by the pool manager, lifeguards and/or supervisor without bringing them to the attention of property representatives.

The customer is the most important visitor on our premises. They are not dependent on us -- we are dependent on them. They are not outsiders in our business -- they are part of it. We are not doing them a favor by serving them ... they are doing us a favor by giving us the opportunity to do so.

Cooperation with Patrons and Guests

The patrons at the facility are customers also. You are the first line of defense in customer relations. The more respect you offer the more respect you receive. Your attitude toward public relations will show your professionalism.

Dealing with an upset customer/Conflict Resolution

- Allow the customer to vent frustration.
- Empathize with the customer.
- Accept responsibility.
- Ask questions to discover the cause of the problem.
- Listen actively.

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- Offer positive solutions.
 - Talk with your supervisor if you do not know how to handle the situation.
 - Follow-up to make sure the solution is carried out.
 - SMILE!!!

If you are over whelmed with the situation or the customer does not seem satisfied, have them call the office. We are there to help you in any situation!

Chemical Handling Guideline

As an organization, we take safety very seriously and are putting forth initiatives to limit the number of individuals who are handling chemicals. For the 2012 season, we have rolled out a new training program around safe chemical handling. This course is administered and organized by our Corporate Safety Director and complies with applicable OSHA standards.

Chemical Handling Guideline: Only individuals who have completed OSHA Chemical Handling training are PERMITTED to handle chemicals.

Job Descriptions

Gate Guard

A Gate Guard's primary responsibility is to check all pool passes and have every pool patron sign in for the day. A Gate Guard is not a Lifeguard and therefore no pool patrons may be in the pool area unless the Lifeguard is present. In addition to verifying that all patrons have a pool pass and signing in, the Gate Guard is also responsible for assisting the Lifeguard to enforce all rules and regulations of the pool and surrounding area.

Lifeguard

A Lifeguard's primary responsibility is to ensure injury prevention by enforcing all rules and regulations of the pool and surrounding area as outlined in this manual in addition to any site specific policies. In addition to rule enforcement, a Lifeguard is also responsible for reporting chemical maintenance issues, record-keeping, and should inspect the facility on a daily basis and report and unsafe conditions or missing/damaged equipment to the office.

Lifeguards must meet the minimum age requirement for their State and must be certified in current American Red Cross/AHA/Ellis Lifeguard Training, CPR/FPR, First Aid or equivalent.

Pool Manager (OSHA Chemical Handling Trained)

In addition to the duties of a Lifeguard a Pool Manager is responsible for the supervision of the entire pool staff, staff scheduling and confirmation, chemical maintenance and record-keeping.

Area Supervisor (OSHA Chemical Handling Trained)

Area Supervisors oversee 9 to 12 pool facilities within a specific geographical area. This includes, but is not limited to, ensuring all pools are run effectively and stay within the health department's regulations at all times, staffing and scheduling pools in their area.

Regional Manager (OSHA Chemical Handling Trained)

The Regional Manager is in control of all facilities in their area. This includes, but is not limited to, ensuring all pools are run effectively and stay within the health department's regulations at all times. Regional Managers also directly oversee the area supervisors, lifeguards, and facility repairs.

Recruiting and Staffing Manager

The Recruiting and Staffing Manager oversees all hiring, training and scheduling of Lifeguard staff. This includes, but is not limited to, interviews, and employee reviews.

Uniform & Appearance

We want to present a professional and athletic appearance to our customers at all times.

Lifeguards:

- All guards are required to purchase and wear an appropriate LIFEGUARD BATHING SUIT
- We will make t-shirts, whistles, lanyards, and fanny packs available for purchase.
- Necklaces, bracelets, body jewelry, facial piercings, hoop earrings, or large earrings are NOT allowed and should be removed prior to the start of your shift.
- Please cover any visible tattoos that may be read as inappropriate to the general public, as this does not lend itself to the professional appearance we want to portray.
- Guards may wear a wristwatch.

Acceptable Swim Suits

We are going for a professional and "athletic look." Most any all-red or mostly red lifeguard suits with the word LIFEGUARD or GUARD prominently displayed on the suit front or side are acceptable.

No other type of shorts including soccer shorts, basketball shorts, mesh shorts, jean shorts, khakis should be worn.

Female Lifeguards –Females may wear 'cheerleader' style or 'board short' style shorts in red only.





Male Lifeguards



Female Gate Guard Uniform Suggestions –You will need an all-black one piece, athletic two piece, or athletic tankini to wear under your shirt. Female Gate Guards’s may wear all-black board shorts or khaki shorts (with belt) to complete your uniform. Rubber-soled shoes should be worn and if wearing socks, they should be all-white in color.

Male Gate Guards Uniform Suggestions – You will need an all-black pair of swim trunks that you may wear or carry with you. Male Gate Guards may wear black swim trunks or may wear khaki shorts (with belt) to complete your uniform. Rubber-soled shoes should be worn and if wearing socks, they should be white in color.



Unacceptable Swim Suits

Unacceptable swim suits include suits that are low cut (whether they read LIFEGUARD or not), female suits that have string ties, suits/shorts that are off-color, or off pattern from the above listed requirements.



Scheduling

- We make our best attempt to ensure that each lifeguard will be assigned a schedule for a minimum of two weeks in advance.
- Scheduling will be done online through our website that can be accessed through www.guardforlife.com
- If there are any permanent changes to your availability you SHOULD contact the office as soon as possible.
- If you need to request a day off please do so at www.guardforlife.com before the schedule has been made. *The sooner you place the request the more likely to receive it.*

REMEMBER it is a request, it is not guaranteed until it has been approved.

If for any reason you need to change your schedule after it has been made and given to you, you are responsible for finding your own coverage. You are still expected to work the shift until coverage has been found and our office is notified.

Lunch or Dinner Breaks

- Due to various federal and state child labor laws and various types of swimming pool facility scheduling, and other meal period regulations break regulations are different. We advise you to please discuss any concerns you may have with your local office.
- DO NOT FORGET TO CLOCK BACK IN!

Calling Out

- As with any job, calling out of work or not showing up will put your job in jeopardy.
- If you are unable to attend work, it is your responsibility to find a replacement.
- If you do not go to your facility, your facility will not open.
- Please keep in mind the responsibility you are undertaking when you are accepting a position as a lifeguard.
- Without a lifeguard the facility is not safe and will not open.

Days off

- Please try to plan your vacations, doctor's appointments, during your days off.
- If you do need to request off on a scheduled day, our office needs to know at least three weeks in advance.
- You need to fill out the Days-Off Request Form that you will find online for any day that you wish to have off.

The Process:

- Place the request online
- Call to make sure your Recruiting and Staffing Manager received it
- You will receive notification via email and online through the scheduling program if your day/s off was granted or denied.

NOTE:

- Do not call in the day before and say that you requested off and you will not be in. If you did not place a request online, your day off was not approved. You SHOULD show up for work.
- If you place the request and already have a sub lined up you have a better chance of being approved.
- A sub is someone that is not already scheduled to work at another pool during the time you need off and approved to work at that pool. You should find someone that is not scheduled to work at all during the time period that coverage is needed.
- Our office is more than willing to HELP you find a sub, but we will NOT find one for you.

Clocking In and Out

- Every lifeguard will receive a PIN number, you need to memorize this number or carry your PIN number card with you at all times.
- When you first get to work, you will use the designated phone and call the clock-in number.
- This number will be posted above the pool phone.

The Process

- Dial Clock-in number
- Voice will say "Enter PIN Number"
- Enter your PIN number and press #
- Voice will say "you're name; you are now clocked on at 'pool you are working at'"
- Hang up. You are now clocked in.

*Clock out using the same procedure as above, instead of saying that you are clocked in, it will tell you that you are clocking out.

How our system works:

The time system is computerized with caller I.D. attached to the pool phone. If any number other than the pool phone comes up, it will not allow you to clock in. The system tells us

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- Who clocked-in
 - The exact time you clock-in (We will know if you came late and/or left early)
 - What pool you are clocked in at

Special Notes for clocking in and out every employee should know...

- If you do not hear the “you are now clocked on/off”, listen to what it says and then immediately call the office and tell them what the system said so that we can ensure that you are properly clocked in. Do not try again until you are told to by the office!! You may be clocking yourself out.
- If you begin the day at one pool and are requested to go to a second pool, clock out at the first and clock back in at the second facility. If you do not clock-in and out at each facility we will be unable to verify where you are working. Therefore, there could be a mistake in your paycheck.
- If you forget to clock in, immediately clock in and call the office to let us know.
- Only you can clock yourself in and out. No one else should have your PIN number. Remember we call the pools often and our Supervisors can stop by the pool at any time.
- We WILL KNOW someone else clocked you in and you are not there.
- The very moment you get to work, and the moment you leave, We WILL KNOW!!

Payroll

- Paychecks are issued bi-weekly and will be mailed to the address we have on file.
- Paychecks will also include an Hours Summary Report, which includes all hours you worked during the payroll period.
- Our pay period begins on Friday and runs through Thursday.

Receiving your check

- We receive Lifeguard payroll on Friday.
- Your paychecks are always processed in a prompt fashion and according to State laws.
- The pay period schedule is posted online at www.guardforlife.com

How to insure your paycheck will be correct...

- Have ALL your paperwork completed and on file
- Make certain we have the correct mailing address including Apt. Number and zip code.
- Arrive at work at your scheduled time.
- Remember to always clock in and out.
- Always use the correct PIN number.

Deductions

Remember that certain deductions may be taken from your paycheck. They include:

- Taxes, Social Security, Unemployment
- Excessive phone use (depending on State law)
- Course Payments (depending on State law)

Payroll Questions

If you have any issues with your paycheck, please go online to www.guardforlife.com or contact your office directly.

When you do this PLEASE have the following available:

- The paycheck and stub you are having issues with
- The Hours Summary Report
- Your PIN number
- The dates and times in question.

The Job

Employee Expectations

- Always follow the rules and regulations you learned during your Lifeguard Training
- Always attend to your primary responsibilities first. You should ensure the safety of all patrons at all times.
- All employees should arrive to work at their scheduled time; meaning that if your shift is scheduled to start at 10:30am but you do not arrive until 10:45, you are late.
- Lifeguards should be in uniform at all times. Your uniform includes: a bathing suit and T-shirt that clearly identify you as the Lifeguard, whistle, pocket mask, and current certifications.
- All persons who enter the pool area must sign in and show a valid pass (every pool has specific policies)
- All employees are responsible for keeping the restrooms and pool area clean throughout the day. This includes taking out trash, and the cleaning of the tables and the chairs etc.
- Lifeguards are required to keep the pool clean and clear throughout the day. This includes, skimming, vacuuming and brushing the pool, emptying skimmer baskets, scrubbing the tiles, and emptying the hair/lint strainer.

Some Reminders:

- Lifeguards are to be seated in the guard stand or (when no guard stand is on site) in a designated area with a rescue tube at all times.
- If you should leave the pool deck, make sure everyone is out of the pool first.
- Lifeguards should enforce all Community and pool rules at all times. If you have any patrons that give you a problem with this please call your Supervisor immediately.
- Lifeguards should perform general safety checks at least 3 times a day and report any damage and repairs needed to the office immediately.
- The Lifeguard on duty should test and record water chemistry readings hourly. All chemicals should be maintained to local Department of Health regulations.

Cell Phones

Your personal cell phone should be turned off and stored in a secure location (i.e. backpack or purse) while at work. Cell phone use is only permitted for short calls during “Safety Breaks.” This is not a time to be chatting with friends, so if you should make a personal call, do so quickly and return your cell phone, in the off position, to its secure location.

Manners

Always be courteous to members and guests. Never use abusive language or threaten a member or guest. If a situation is heading out of your control, call your Supervisor immediately and we will guide you on handling the situation in the best way possible. You can prevent many arguments by simply being polite and using “Yes sir” and “Yes ma’am” when speaking to adults. Always be open and friendly with the members even if they are not that way with you!

Guest Policies

Some facilities do not allow any guests under any circumstance. Some facilities require guest passes to be purchased at the leasing office. Some facilities allow patrons to pay guest fees at the pool gate. Make sure to know the facilities guest policies

Breaks

Every guard will receive breaks based on State specific employment and labor laws. Speak to your office for more specific information if you require it.

Safety Equipment Checks

Your supervisor will be thoroughly checking all safety equipment on a regularly basis (ie. rescue tubes, backboard, backboard equipment, first aid supplies, pocket masks, etc.) at your facility. During this check, they will fill out a field report so that we have record that all safety equipment is in proper working condition.

Supplies

Your supervisor will deliver all of the supplies you need. It is very important that you give adequate notification to your supervisor so that he/she can deliver the supplies to you before you run out.

Lounge Chairs

Whether you are stationed at a permanent lifeguard stand or have the ability to choose your location, remember that lounge chairs are not permitted.

How to Contact Your Supervisor

If you need your supervisor for any reason, you should contact them directly. If your supervisor is off-duty, please contact the office.

Always notify your supervisor of:

- improper chemical levels
- algae growth
- if the water becomes cloudy or greenish in color

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- if you see any safety hazards or county violations
 - any other questions or concern you may have

Safety Audits

We engage in different practices including Skills Testing and Safety Audits to ensure proper compliance with safety standards, please be aware that this could take place during your shift.

Skills Testing

Supervisors may administer, monitor, and record the outcome of skills tests for lifeguards. The skills tests may cover CPR skills, lifeguarding water scenarios, and other skills learned in your LGT/CPR and other company specific training.

In-Service Training

“In-service training” are training sessions provided to lifeguards to target specific topics and/or skills. These training and practice sessions are designed to enhance the lifeguards’ skills and knowledge in these topic areas. These may be held periodically throughout the season.

Health Inspections

Your pool will be inspected throughout the summer by a county health department official. These visits are always unannounced, so always be prepared. If the health department closes your pool for a reason we deemed within your control, you may receive a documented verbal or written warning. Therefore, it is of the utmost importance to keep a close eye on your facility on a daily basis.

Daily Responsibilities

These are the daily responsibilities of all on-duty lifeguards and head lifeguards.

Bathrooms

Find out if you are required to clean the bathrooms as part of your responsibility. If they are, please continue to read this section.

Bathrooms are an ugly part of being a lifeguard but they are essential. They should look and smell clean at all times! If you cannot clean bathrooms, or aren’t willing to learn, **DO NOT TAKE THIS JOB!** Each day the bathrooms need to be thoroughly cleaned at least once. Cleaning the bathroom involves:

- Sweeping and mopping
- Re-stocking paper products and soap
- Wiping down stalls, mirrors and vanities with appropriate cleaning product
- Disinfecting the toilet and area around the toilet with appropriate cleaning product
- Emptying trash cans, cleaning them and replacing the liners
- Reporting any “out of order” toilets/sinks to main office

Everyone uses the bathrooms and expects them to be clean at all times, so please take a few minutes each day to ensure their cleanliness.

Trash

Trash should be removed daily to keep bees and insects away from the pool area. It is very important that you know the trash is to be taken to the curb the night before. Open-faced trashcans should be moved under a pavilion when raining.

Chemicals & Record Keeping

Local health department regulations require that a log of the chemical readings at each pool be maintained for the summer. We have provided a logbook for each pool for this purpose. These readings should be taken according to local Health Department regulations. The results of your chemical readings will determine any action that is required at the pool.

Daily Facility Maintenance

Opening procedures

Unlock the gate and scan the pool and deck area. Always check for any vandalism or broken glass that could cause an accident later in the day.

- CLOCK- IN.
- Get all of the Chlorine Reading/Safety Check & Sign-In books out.
- Open the bathrooms and make sure they are cleaned and stocked for the busy day ahead.
- Make sure you go around and clean out all of the skimmers.
- Check the water level and add more water to the pool if it needs it. (note: your water level should be mid-tile line)
- Properly clean the hair and lint strainer prior to backwashing.
- Visually check the pressure gauges on filters if high backwash the filter.
- Visually check the operation of chemical feeding equipment.
- Ensure ALL of the chairs are lined up and the backs are either all down or all up.
- Put any umbrellas up.
- Test the water and if chemicals need to be added, a OSHA Chemical Handling employee will do so.
- Skim the pool and begin to vacuum.

Closing Procedures

- Clean the bathrooms (if required to do so)
- Take out all trash.
- Line up all the chairs and place the backs either up or down.
- Put all the books, test kit, and telephone away.
- Lock all the doors.
- CLOCK-OUT.
- Put Key back in Lock Box.

Generic Swimming Pool Rules

*Refer to specific pool rules at each facility

- No person under the age of 14 will be permitted in the swimming pool area without being accompanied by their parent or guardian.
- Parents or guardians are fully responsible for all persons under the age of 14 using the swimming pool facilities.
- Parents are required to accompany their children in the wading pool area at all times.
- All children in diapers should wear plastic pants with snug fitting elastic waist and leg fittings before entering the swimming pool. Parents should report any “accidents” to lifeguard immediately.
- All persons should shower before entering the swimming pool, spa or wading pool.
- All conduct that endangers the safety and comfort of others (i.e. running on deck, diving from the shallow end) will be prohibited within the pool area.
- No person showing evidence of a communicable disease, bodily discharges, open blisters or cuts and bandages will be allowed entry to the swimming pool area. Persons suspected of being under the influence of drugs or alcohol shall be prohibited from entering the water.
- No person experiencing diarrhea or other gastrointestinal (stomach) symptoms will be allowed entry to the swimming pool area.
- No animals will be allowed in the swimming pool area, spa area or dressing rooms.
- No glass containers are allowed in swimming pool area.
- No swimming will be allowed during inclement weather conditions.
- The location that you are working at may have additional rules and regulations to enforce. It is your responsibility to be familiar with all site specific rules in addition to those listed above.

Pool Signage

- Please make sure the facility has the appropriate signage and that it is posted at the facility every day.
 - 911 Sign
 - This RED sign gives the name and address of the facility you are working. In case of emergency having this information will help when you call 911. This sign SHOULD be posted by the phone during all hours the pool is operational. Please call the office immediately if you cannot locate the 911 sign.
 - Pool Name
 - This sign gives the pool name and informs the patrons that the pool is managed by. Our name and phone number are on the sign. This sign should be permanently posted in by the entrance of the facility.
 - Clock-In
 - This sign is also posted by the phone. It gives details on how to clock in and out from your facility.

Reasons for Closing a Pool

Acceptable Reasons to Close a Pool

The water is cloudy and or green and you are unable to see the main drain.

- Call the office.
- Keep the gates open do not let anyone in the water.
- The pool will re-open when water is clear.

Feces or vomit is found in the pool

- Call the office.
- Remove the feces from the water following PPE protocol.
- Work with you Supervisor to take the appropriate steps to sanitize the pool
- Keep the gates open but do not let anyone in the water.
- The pool should be closed for 12-24 hours.

A significant amount of blood is in the pool.

- Perform First Aid necessary.
- Call the office.
- Work with you Supervisor to take the appropriate steps to sanitize the pool
- Keep the gates open but do not let anyone in the water.
- The pool should be closed for 12-24 hours.

A Health Inspector shuts down the pool.

- CALL THE OFFICE IMMEDIATELY.

The Chlorine level is below standard.

- Raise the chlorine level (OSHA Chemical Handling employees only), re-open the pool.

The filter system is not running.

- Call the office. Pool will re-open when the filter system is running again.

Weather

- Unfortunately bad weather does occur during the summer months. Although most weather patterns are not dangerous, some do cause extremely hazardous situations around pool facilities.
- Our Weather Policy is:
 - Thunder - When the first roar of thunder is heard, the lifeguard will clear the water. Patrons may stay on the deck of the facility. The pool is to re-open one half hour after the last roar of thunder is heard.
 - Lightening - When the first strike or flash of lightening is seen, all patrons should leave the pool area and the gates should be locked. After the gates are locked, the lifeguard will find shelter to wait out the storm. The pool is to re-open one hour after the last strike or flash of lightening is seen. Please call to inform the office any time you need to lock the gates at your facility.
 - Rain - Alone, rain does not cause any serious hazards to swimmers. Many patrons still swim in the rain (it is only water.) Facilities should stay open during rain showers.

However, if the rain is heavy enough to impair visibility remove the swimmers from the water until the rain slows down.

- Lifeguards are required to stay at the facility until they are contacted by the office. If you are told to leave by a Property Manager, please have the Property call the office and we will contact you.

Safety

For access to our complete Safety Manual, please ask your office, or download it from www.guardforlife.com. We strive to provide the safest environment possible both for our employees and the people we serve. In order to uphold our goal of keeping our workplace safe for our staff we have implemented this safety policy. Safety begins at the top and goes downward throughout the company. The primary goal is to protect our employees from injuries, illness or harm. This can be achieved in part by delegating responsibility and accountability to all involved in this company's operation. Due to your occupational exposure to blood or other potentially infectious materials you may be at risk of acquiring hepatitis B virus (HBV) infection. If you would like to receive the hepatitis B vaccine, at no charge, please contact your local office.

Responsibilities

Management

- Enforce the use of personal protective equipment and safety devices.
- Maintain a safe environment for all employees.
- Post safety messages throughout the workplace.
- Report all incident/accidents to the safety director within 24 hours of the incident.
- Provide human resources with any possible worker compensation claims with accurate information within 3 days of the incident.
- Hold safety related trains for all employees.
- Schedule on-site work inspection.
- Spend time with each person hired explaining the safety policies and the hazards of his/her particular work.
- Never short-cutting safety expediency, nor allowing workers to do so.

The Employee

- Observe all company safety practices.
- Work hand and hand with other employees to maintain everyone's health and safety.
- Use proper personal protective equipment when needed.
- Observe all safety messages.
- Know where first aid and hazardous material kits, firefighting equipment, MSDS sheets, and other safety devices are located.
- Follow all driving safety policies.
- Use proper lifting techniques.
- Wear appropriate footwear to reduce the risk of trips or falls.
- Report all work-related accidents to management promptly.
- Attending any and all required safety and health meetings.
- Do not perform any work related tasks that you have not been trained to do.

STOP AND ASK QUESTIONS IF EVER IN DOUBT ABOUT THE SAFETY OF ANY OPERATION.

Company Policies

Sexual Harassment Policy

Definition

Sexual harassment refers to behavior of a sexual nature, which is not welcome, is personally offensive, debilitates morale, and interferes with the work performance and effectiveness of its victims.

Unwelcome sexual advances, requests for sexual favors and/or inappropriate verbal, written, or physical conduct of a sexual nature constitutes harassment where:

1. Submission to such conduct is made, explicitly or implicitly, a term or condition of employment, instruction or participation in pool and office activities;
2. Submission to or rejection of such conduct by an individual is used by the offender as the basis for making personnel decisions affecting the individual subjected to sexual advances; and/or
3. Such conduct has the effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive work or learning environment.

We are committed as a company to the creation and maintenance of a work environment in which all persons who participate in pool and office programs and training can do so in an atmosphere free from all forms of sexual harassment. We do not condone or tolerate any form of sexual harassment. Inappropriate sexual conduct will not be tolerated and may constitute sexual harassment.

We will take the appropriate action to prevent and correct behavior that violates this policy. If necessary, we will also take disciplinary action against employees. Employees who violate the policy will be subject to such actions as oral or written reprimand, reassignment, demotion, or termination.

This policy applies to all sexual harassment incidents involving our employees and addresses acts committed by a person of either sex against a person of the opposite or same sex. Our company prohibits retaliation against an individual who reports an incident or cooperates with an investigation of a reported incident. In addition, malicious false accusations will be dealt with in the same manner as acts of sexual harassment.

In addition to our policy, there are several other federal and state measures that protect individuals from sexual harassment discrimination and provide specific prohibitions against acts of discrimination or other unlawful conduct.

Prohibited Conduct

Prohibited conduct may include, but is not limited to, unwelcome behavior with sexual overtones that is intimidating or offensive to the recipient or observer of the behavior.

Some examples:

- grabbing, touching, patting
- repeated and/or unwanted sexual jokes, flirtation, advances or propositions

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- display in the work place of sexually suggestive or offensive pictures, magazines, notes, calendars, cartoons
 - repeated pressure or requests for sexual activities
 - rewards for granting sexual favors or the withholding of rewards for refusing to grant sexual favors
 - graphic comments about an individual's body or dress
 - sexually degrading names

Such conduct may constitute sexual harassment. In determining whether prohibited conduct constitutes sexual harassment, consideration will be given to the totality of the circumstances, including the context in which the conduct occurred.

Whom does this apply to?

This policy covers all employees. We will not tolerate sexual harassment of or retaliation by its employees. In addition, we will not tolerate sexual harassment or retaliation by a person not an employee (e.g. customer, vendor, and supplier) to the extent that it affects any employee.

How do I make a complaint?

We provide our employees with a confidential and reliable procedure for reporting incidents of sexual harassment or retaliation. Only those with a need to know, including the alleged harassers or retaliator and any witnesses will or may learn the identity of the complainant. If you believe you are the subject of sexual harassment, you should report such incidents to the Office Manager. The report of such incidents may be given verbally or written.

Alcohol and Drug Policy

Congress has recognized the problem of drug abuse by enacting the Drug-Free Workplace Act of 1988. In compliance with the Act, drugs or alcoholic beverages are not permitted on Company premises. For your own safety, you are prohibited from working under the influence of alcohol or drugs. Impaired conduct endangers you, your co-workers, and our customers, and it damages the reputation of our organization. Employees using prescription drugs as prescribed by a physician which may impair your ability to drive or operate Company equipment, should immediately report the usage to your supervisor. Management may require an employee to submit to a drug or alcohol test, where there is probable suspicion of drug or alcohol use, or in the event of an accident while on Company premises.

As a condition of employment, all applicants who are offered a position with the Company may be required to submit to a physical examination which will include a screen for the use of drugs or alcohol by a State or Federal government-certified laboratory. Those individuals whose screen produces an unacceptable finding may be ineligible for employment.

To control the possession, distribution and use of illegal drugs and alcohol, management may, with or without announcement or probable cause, conduct a comprehensive search and/or inspection of the premises. All lockers, desks and other containers on the premises are for the employee use, but are Company property and remain Company property even though they are being used by an employee. The Company maintains the absolute right to enter lockers, desks and other containers of any employee at any time, locked or unlocked, and without prior notice to the employee. The employee, by accepting employment with the Company, consents to such searches by the Company and /or appropriate law

enforcement officials. The employee further waives any claim against the Company for any reason as a result of these searches. Items found in such a search may be taken into custody and turned over to the appropriate law enforcement authorities.

Employees who report to work under the influence of alcohol or drugs will not be permitted to work. Consuming, selling, transferring, distributing alcohol or illegal drugs on the job or any violation of the above Company policy can result in immediate dismissal. In addition if illegal drugs are found in the possession of a Lifeguard while at a facility operated by us, the police will be immediately notified.

Supplemental Manuals

1. Corporate Handbook
2. Safety Manual (includes PPE)
3. Fleet Policy
4. The Scheduler Manual

Employee Sign-Offs

1. OSHA Hazard Communications
2. Bloodborne Pathogen
3. Personal Protective Equipment
4. Hepatitis B Vaccine Declination

POLICIES AND PROCEDURES ACKNOWLEDGEMENTS

OSHA Hazard Communication

As an employee, you will not be expected to handle any hazardous chemicals. However, it is important that you read the information contained herein so that you are aware of OSHA's Hazard Communication Standard and some important points about the hazardous chemicals that might be present at your worksite.

Overview Of OSHA Hazard Communication Standard – The purpose of this OSHA regulation is to ensure that information concerning the hazards of all chemicals in the workplace is transmitted to employees. We transmit this information to our employees in accordance with OSHA's requirements by means of container warning labels, material safety data sheets (MSDS) and the training of employees who actually handle the hazardous chemicals.

Product Labels – All containers of hazardous chemicals are labeled with the identification of the chemical and appropriate warnings from the manufacturer. Do Not remove or deface any labels or warnings on a chemical container. If you observe any unlabeled or unmarked containers, contact your immediate Supervisor through your office.

MSDS - MSDS sheets for all hazardous materials are kept in the 3 ring Management binder at each facility under our management. A copy of all MSDS is also kept at our office. The product name for each MSDS will coincide with the name found on the chemical label.

Emergencies – In the event of a suspected leak or other hazardous chemical problem, immediately clear the area and contact your immediate Supervisor.

Hazardous Chemical Handling – Individuals who have not received and acknowledged in writing completion of the OSHA Chemical Handling course shall **NOT** handle any hazardous chemicals on the job.

I verify that I have read and understand the OSHA Hazard Communication information above.

Employees Name (PRINT)	Employee Signature

Date

Bloodborne Pathogen Exposure

I have read and understand the Bloodborne Pathogen Exposure Plan (www.guardforlife.com) and its policies and agree to abide by them. I understand that any violation of the above policies is reason for disciplinary action up to and including termination.

Employees Name (PRINT)	Employee Signature

Date

Personal Protective Equipment

I have read and understand the Personal Protective Equipment policies and procedures (www.guardforlife.com) and agree to abide by them. I understand that any violation of the above policies is reason for disciplinary action up to and including termination.

Employees Name (PRINT)	Employee Signature

Date

Hepatitis B Vaccine Declination

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Employees Name (PRINT)	Employee Signature

Date

-end-
