



Pool Personnel, Inc.
Lifeguard Employment Manual

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Introduction

POOL PERSONNEL, INC., was founded as a Maryland corporation in 1986. Our mission is to provide professional swimming pool management and repair service to summer community pools in Montgomery County, MD.

Offices are located in Potomac, MD. As of April 1, 2020, we currently manage fifteen facilities in the area, each located less than ten miles from our offices.

What sets us apart from other pool management companies? At Pool Personnel, Inc., we maintain our long standing dedication to cleanliness and safety, and always provide a friendly, courteous and professional staff to each pool that we serve. We firmly believe that our reputation is what makes us successful and thus we foster a work environment where each employee strives to make each club a place where members always feel comfortable, welcomed, respected, and safe. We focus on a small geographic area so that we are always available at a moment's notice and are able to provide a variety of services custom fit to each individual pool.

The services we offer to our clients include but are not limited to pool management, coaching, lesson instruction, repairs, landscaping, and project management for renovations. For projects that require an outside contractor, we will arrange for and supervise the work of that contractor.

Pool Personnel, Inc., was originally founded by Bob Long, who started the business after working for nearly twenty years in the field as a lifeguard, swim coach, manager and supervisor. He is succeeded by John Currie, who came to work for Pool Personnel in 1993 after four years with another company. John has extensive experience as a lifeguard, facility manager, dive coach, lesson instructor, and supervisor of multiple facilities. He also served for seven years on the board of directors of the Montgomery County Dive League (MCDL), including five years as President. He assumed ownership of Pool Personnel in 2007 and continues to work with both Bob and long-time contractors to be sure that all of our clients receive the very best in pool management.

This manual is designed to help you understand what is expected of you as a Pool Personnel employee, and it gives you basic information about company policies and procedures. It is not an employment contract. Please be sure to read it in its entirety and then sign off electronically on having done so. All employees must sign off prior to beginning employment with Pool Personnel and must revisit this handbook annually. If anything contained in here is unclear, please don't hesitate to ask your immediate manager or contact the office directly. Our reputation comes from the combined efforts of you and the rest of the staff, and that is why we continue to enjoy long relationships with our current clients and annually receive requests from many potential clients to manage their pools. We are looking forward to a very safe, fun and rewarding pool season.

Lifeguard Responsibilities Primary Responsibilities

While on duty your primary responsibility is the health & safety of the pool patrons. This includes everyone inside the pool enclosure. Anytime swimmers are in the pool, a lifeguard must be on duty. This does not mean in the pool, in the office, or in the pump room. This means in the guard chair or in an alternate location as instructed by your supervisor. While on guard duty do not let other people, other duties, or your own fatigue limit your surveillance and put the pool patrons' safety at risk. No guard is to sit in the same chair for more than thirty minutes in a row.

If you need to enter the water to perform a rescue, do not forget to use your rescue tube. This will assist you in conducting the rescue and will provide support for the victim. Also, remember to take a few extra seconds and climb down from a guard chair before entering the water. Many lifeguards have been injured jumping or diving from guard chairs into the pool. Your safety is of primary importance. If you become injured while attempting to rescue someone all you will have are two victims. Please take the extra time to climb down and enter the pool from the deck.

Know the pool rules and enforce them consistently. You are responsible for everyone's safety and are a role model for children whether you realize that or not. You must follow all of the rules if you expect the patrons to follow them. Your behavior reflects on Pool Personnel and your fine conduct is why our pools continue to renew with us annually. Do not engage in horseplay with patrons or other guards. If you are acting unprofessionally, you put people's safety at risk

Code of Conduct

The following rules apply to all staff. Any violation is grounds for disciplinary action including but not limited to reprimand, suspension, or immediate dismissal:

1. Always wear proper uniform when on duty and always carry a whistle. Even if you're not in the chair, you can help keep the pool safe by blowing your whistle when you see any action warranting it. Being in uniform is defined as having a minimum of one Pool Personnel issued clothing item on. If you are not wearing your guard suit, please be sure what you are wearing is appropriate for the job of a lifeguard and will not compromise your ability to perform a rescue.
2. Enforce all posted pool rules by speaking clearly, using appropriate language, and enforcing pool pass rules.
3. Lifeguards must always sit in the designated location for proper patron surveillance. That means in the guard chairs unless instructed otherwise. Diving wells should always be manned because of the blind spots the water depth presents.
4. Never, for any reason, leave your area of responsibility or your pool unattended. All lifeguards must be able to quickly recognize and respond to emergencies.
5. Safety equipment (rescue tube/backboard) must be within arm's reach or easily accessible from your designated position.
6. When swimmers are in the pool you must actively scan the water and monitor activity from the deck.
7. Always carry your original Lifeguard Training, First Aid, CPR and Pool Operator certifications.
8. The use of any form of tobacco is prohibited while on duty anywhere on the property, including e-cigarettes or similar.
9. Any employee under the influence of alcohol or drugs will be immediately terminated.

10. Any employee who arrives in a condition not suitable for work (i.e.: not rested, impaired, out of uniform) will be dismissed and will not be permitted to return to work until consulting with your manager or the office directly.

11. Cell phone usage should be limited to emergency situations only while on duty. This includes phone calls, text messaging, and email. Even when not sitting in the guard chair, employees should be paying attention to their surroundings and should be prepared to assist fellow lifeguards should the need arise.

12. Use of the pool computer, where available, shall be limited to the duties of the staff, notably checking in members, recording guests, and filling out injury/incident reports. It is not to be used for personal email, social media, or anything else that might detract from performing your duties.

Safety and Accident Prevention

Preventing accidents is the primary job of the lifeguard. It is also the job of the guard to ensure the well-being of all patrons: swimmers and sunbathers alike. This means you must take care that the decks, grass area, bathhouse, etc. are free of danger. A responsible guard must follow these guidelines:

- Sit in the guard chair (or assigned area) whenever there are swimmers on deck or in the water.
- Actively scan the pool at all times.
- Be sure to call rest breaks on schedule. These will help you stay alert, and give children a chance to rest. Remember, this is not “adult swim.” It is a “children’s rest period.”
- Never leave the pool area while people are in the water or on deck. This includes going in the pump room or answering the phone.
- Know the rules and enforce them consistently. Otherwise patrons may challenge why you are “selectively enforcing” them.
- When it is your turn, man the entry desk and check everyone in according to club policy. Do not sit with friends and be sure to greet everyone. Try to learn patron names. And never leave the desk unattended.

Along with the other staff members, periodically perform the following tasks:

- Check pool equipment, such as ladders or dive boards, to be sure they are secure.
- Walk the deck looking for trash, lost items, or anything that may present a hazard (sharp edges, glass, broken concrete, loose skimmer lids etc.)
- Look for standing water on deck where black algae may grow and create slippery spots. If you find it, either clean it immediately or tell your manager if you need assistance.
- Be sure pool equipment such as vacuum poles and hoses is stored properly
- Check the bathrooms hourly to make sure they are clean, properly stocked, and free from hazards.
- Walk the property to make sure there are no broken chairs, damaged fences, misplaced furniture, or any hazards such as a bees’ nest, downed or broken tree limbs, or broken glass.
- When in the pool, be sure to note if you observe cracked tiles, rough or damaged spots on the pool bottom, missing return covers, or vacuum lines without caps on them. These are especially important as a child’s arm could become entrapped in them.
- Any other chores specifically related to your pool and our agreement with the club, including but not limited to blowing tennis courts, picking up trash in parking lots, watering plants, etc.

Chemical Safety

Chemicals must be properly labeled and stored in pump room. Do not leave chemicals on the deck at any time. Do not mix any chemicals together.

WARNING: Muriatic acid and sodium hypochlorite (liquid chlorine) must never come in contact with each other. This results in chlorine gas, which is a deadly chemical. For this reason, muriatic acid is to be stored separately from the chlorine. Do not mix these chemicals together. All chemicals need to be stored in proper containers with the corresponding label in areas off limits to patrons

Chemicals must be segregated by hazard classification

Excess chemicals must be removed from job site (pool manager to notify Supervisor)

Personal protective equipment (PPE) will be provided at each facility for all employees

When in doubt, do not touch any chemicals. Ask your manager or the office for assistance or guidance.

Only licensed and trained pool operators should handle chemicals, with the exception of testing reagents.

Payroll Basics

We must have a w-4, application, copies of certifications, work permit for those under 18, and Employment Agreement on each employee, new or old. If you worked for us last summer, you must still complete an Employment Agreement and application in order to be paid. If you have not filled out the appropriate paper work, please see your manager or call the office. You must complete this paperwork to receive your paycheck. All paperwork is accessible on our website. Once you receive your paycheck, please examine your check carefully to ensure the proper spelling of your name, your street address, your social security number, pay rate, and the number of hours you worked. If any of the information is incorrect, it is very important that you submit the correct information in writing to our office (generally via email). All paychecks are delivered to the pools until approximately August 15, when we begin to mail them due to people departing early for school.

Certifications/Licenses

It is your responsibility to be sure that you possess current lifeguard training, CPR, first aid certifications and a current pool operator's license. Your certifications must be current every day you work. If your certifications are not current or will expire soon, please contact the office for certification class information and registration. When the health department closes down a pool facility, 50% of the time it is because the lifeguards did not have their certification cards with them. You must bring your certification cards with you every time you guard - "wear them" as part of your uniform and you will never be without them. You will be held responsible if you do not have your original certifications with you at all times. Also copies of your cards should be posted at your pool at all times.

Uniforms

Being in uniform is essential to both identify you as a guard on duty and to present a professional appearance. Guards must report to work in a clean and neat appearance and in uniform, defined as having a minimum of one item of Pool Personnel issued clothing on at all times, and preferably more than one. Pool Personnel provides each full and part time employee a uniform

each year at no cost. Employees who fail to log 100 hours of work will receive a \$50 payroll deduction to help offset the cost of uniforms. Substitute guards are not required to purchase a uniform but may do so at cost. Each full and part time guard will receive one bathing suit, one shirt (tank or tee), one pair of shorts, a whistle, a visor if desired, and an item of cold weather gear every other year (long-sleeve, jacket, etc.). Additional items are available for purchase at cost. Please contact the office directly for these items. It is preferred that you have your guard suit on at all times, but an occasional exception because you've worked multiple days in a row and it is in the wash is understandable.

Finding Substitutes

Lifeguarding is a temporary and seasonal position and therefore there is no paid time off, overtime, or holiday pay. Working weekends is part of the job, as is working July 4th (we do close most facilities by 6 pm on the 4th, and managers will determine who, if any, can have the day off). Once you have submitted your schedule requests and a schedule has been made by your manager, you are responsible for that shift. Should you need a replacement, you must find your own either from the staff of your pool, the staff at our other pools, or from our approved sub list. You must notify your manager in advance of any shifts for which you will be using a substitute. If you substitute for someone at another pool, make sure they have your full name on their schedule so the manager of that pool can complete payroll.

Payroll Dates

Payroll periods begin on Saturday and cover two weeks, including that Saturday. Managers will submit payroll sheets after the two weeks and checks will be distributed the following Thursday or Friday. For exact dates, please consult your manager.

Payroll Discrepancies

If you find a discrepancy with a paycheck you have received, please consult your manager so he/she can then report it to the office.

Employment Period

All employees of Pool Personnel, Inc. commence employment on the first day of work in a given year, typically the Saturday before Memorial Day. The employment period concludes on the last day of work or September 20, whichever comes first. Employees who wish to return to work for Pool Personnel, Inc. in the following season must apply again and, if hired, begin a new employment period.

At-Will Employment

Employment at Pool Personnel, Inc. is at-will. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. This at-will employment relationship exists regardless of any statements by office personnel to the contrary. Only John Currie is authorized to modify the at-will nature of the employment relationship, and the modification must be in writing.

Problems While on Duty

If at any time you have any problems with patrons or pool equipment, please first contact your manager and if he/she is not available, contact supervisory personnel. Patrons who argue with

staff, question decision making, or in any way interfere with your ability to perform your duties should be reported to the office as soon as possible. We will then handle contacting the appropriate member of the pool board.

End of the Season

We encourage all of our employees to work through the end of the season. However, returning to school, vacations and other activities prohibit some lifeguards from working the entire summer. You must give your manager as much advance warning as to when your last day will be and if it is prior to the end of the summer, we encourage you to seek a replacement from our sub list. If you know someone who is not on the sub list but is fully certified, please direct them to our website to fill out an application.

Many pools stay open past the traditional Labor Day closing and it is important that we continue to provide the same quality service, so we encourage those of you still in high school or otherwise available and local to learn as much as you can from those who are leaving early so you can assume more responsibility. When it comes time to re-hire for the coming season, those guards who contributed the most through the end of the season will receive more consideration for promotion and pay increase.

The same bi-weekly pay schedule will remain in effect throughout the year. Therefore, those who work on Labor Day may not receive a check until middle of September. All checks in the month of September will be mailed.

Payroll Changes and Lost Checks

It is your responsibility to call the office if your address changes at any time. There will be a \$35.00 canceled check charge for all paychecks that are lost (amount subject to change pending Paychex Inc. policy). In order to receive the funds from a lost paycheck, you must complete an affidavit and have it notarized at your expense (Paychex Inc. policy). Lost check affidavits are available by contacting the office. You also must let the office know any address change from the time you stop working to the end of the year. This is to make sure you receive the W-2 tax form. There will be a \$35.00 replacement charge for each duplicate issued. Fees are determined by PayChex and are subject to change at any time. Employee is responsible for any and all fees associated with lost checks or forms.

Accident Report

The accident reports are very important documents. Please fill out these reports as completely and with as much detail as possible. Witnesses are essential! You must get names, addresses and phone numbers. Details concerning the nature and location of the injury are also important to include. Accident reports must be filled out for any accident or injury requiring more than a band-aid, immediately following the accident. This report must be filed with our main office as soon as possible (give the report to your manager so he/she can contact the office or where applicable, complete online).

Incident Report

Incident reports are other very useful documents. These are to be used in the case of an "incident" that does not involve physical injury. An example of this would be if the guard must

ask someone to leave the pool area due to unsafe behavior, or refusal to follow pool rules. This provides documentation to “back-up” the guard actions. As with accident reports, please include as much detail as possible and give the report to your supervisor.

Pool Logbooks

It is important to maintain clear and complete records at every pool. This must be done every hour, every day, without exception. Health Department officials, property representatives, and upper management check them regularly. Keep all chlorine receipts, health department reports, weekly forms, log sheets, etc. in the notebooks. If you need more copies of forms, contact the office.

Co-worker Problems

It is not uncommon for staff members to develop friendships and at times, dislike for one another. It is important that each member of the staff treat the rest of the staff with courtesy and respect. Relationships between staff members are strongly discouraged as those that don't last can result in an uncomfortable workplace. Any form of harassment of fellow employees, including sexual harassment, will not be tolerated and will be cause for immediate disciplinary review, with consequences ranging from employee meeting with office personnel, transfer, suspension, or termination. We want the pool where you work to be a safe place both for the patrons and for the employees. Remember, we can't help you if we don't know what is going on. If you feel that you are being treated unprofessionally, please either contact your manager or office staff immediately at hr@poolpersonnel.com.

Sexual Harassment Policy and Reporting Procedures

It is the policy of Pool Personnel, Inc. that all employees are responsible for ensuring that the workplace is free from sexual harassment. Because of Pool Personnel, Inc.'s strong disapproval of offensive or inappropriate sexual behavior at work, all employees must avoid any action or conduct which could be viewed as sexual harassment.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexually harassing nature, when:

1. submission to the harassment is made either explicitly or implicitly a term or condition of employment
2. submission to or rejection of the harassment is used as the basis for employment decisions affecting the individual
3. the harassment has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any employee who has a complaint of sexual harassment at work by anyone, including supervisors, co-workers or visitors, should first clearly inform the harasser that his/her behavior is offensive or unwelcome and request that the behavior stop. If the behavior continues, the employee must immediately bring the matter to the attention of his/her supervisor. If the immediate supervisor is involved in the harassing activity, the violation should be reported to that supervisor's immediate supervisor or the Human Resources Director, who can be reached at hr@poolpersonnel.com.

If a supervisor or personnel officer knows of an incident of sexual harassment, they shall take appropriate remedial action immediately. If the alleged harassment involves any types of threats of physical harm to the victim, the alleged harasser may be suspended with pay. During such

suspension, an investigation will be conducted by Pool Personnel, Inc. If the investigation supports charges of sexual harassment, disciplinary action against the alleged harasser will take place and may include termination. If the investigation reveals that the charges were brought falsely and with malicious intent, the charging party may be subject to disciplinary action, including termination.

Conclusion

This manual should help you with any questions you may have. If there is anything that comes up not covered in here, please contact your manager or the office. Use common sense at all times and always err on the side of caution. Reach out to the patrons of your pool and get to know them. Most of all, be sure to keep the pool safe and clean, and when you accomplish that, you'll find it can also be a lot of fun. Our reputation is built on striving to make each club a place where members always feel comfortable, welcomed, respected, and safe. That responsibility is now yours as well and we thank you for the commitment you are making to Pool Personnel. We look forward to an outstanding pool season. Welcome to our team!

Important Contacts

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