YWCA Aquatic Center

LIFEGUARD MANUAL

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~~INTRODUCTION~~Manual Objectives

~~This handbook has been put together for three reasons:~~ 1) ~~To~~Provide an understanding of the YWCA Aquatic Center and our commitment to our members

2) ~~To G~~guide you in your job responsibilities as a YWCA ~~employee~~lifeguard

3) ~~To A~~assist you with a consistent approach to carrying out policies and procedures.

Introduction to the YWCA

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~~e~~. Remember that ~~Y~~you are a representative of the YWCA and our public image is ~~created~~ affected by your actions. ~~REMEMBER THAT!!!~~

~~ORGANIZATIONAL FLOW CHART~~Chain of Command (Figure 1)

Board of Directors

↓

Executive Director

↓

Pool ~~Aquatic~~ Director

↓

~~H~~head ~~I~~instructor/~~L~~lifeguard

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Instructors **Lifeguards**

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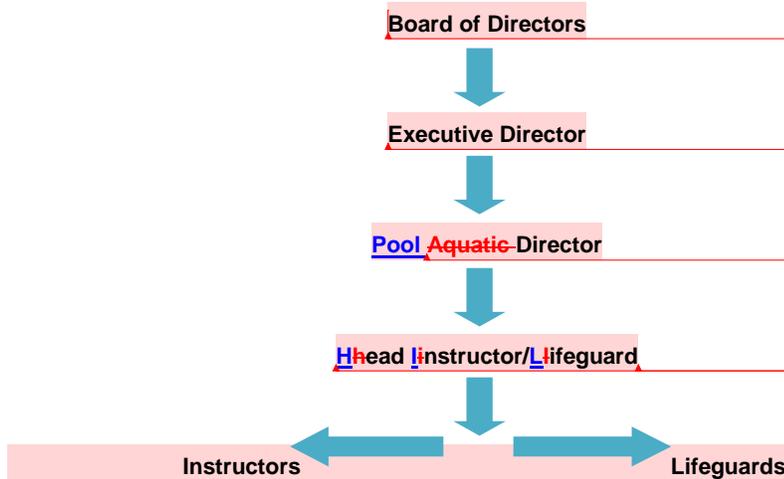
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General Responsibilities

These are your lifeguard responsibilities pertaining to training, communication with fellow employees, meetings, and other general matters.

Training

1) ~~It is your responsibility to become~~ Become adequately trained in your area by:
   a.
   b.
   c. (add more letters if needed)
2) Attend all staff meetings and training sessions. ~~These meeting are mandatory and attendance will reflect rehiring policies~~.

Communication!

1) ~~Follow through on the responsibilities of your job~~D. ~~Do~~ Do not allow personal problems to interfere with job performance.
2) Maintain positive and productive relationships with fellow employees.
   a. Communicate openly with staff by giving written and verbal feedback to the ~~Aquatic~~ Pool Director as well ~~at~~ to each other. Your feedback is important to us.

   b. First approach the head lifeguard/instructor with any questions or issues. See chain of command (Figure 1).
   c. ~~Provide s~~Support ~~to~~ other employees. We work as a team.
   d. Maintain a positive attitude.
   e. Ask a fellow employee for help if you don't know the answer to a question.
   f. Set an example at all times while in the facility, **on or off the clock**.
   g. Take the time to get to know those you work with; you may need a sub.

   h. Be alert and courteous at all times.
   i. Avoid gossip and judgmental accusations.

Punctuality

5) ~~Work your shift whenever possible and find adequately trained subs when you cannot work. If a sub cannot be found, you are responsible for working.~~ 1) Be on time. Report to work 10-15 minutes before time to sign in.

6) ~~Keep track of hours on your time card. Please punch out on breaks, and do not punch in more than 10 minutes early.~~

7) ~~Provide support to other employees. WE ARE A TEAM AND INDIVIDUAL PLAYERS ARE NOT ALLOWED!!!~~

~~77) Be punctual.~~

2) Be at designated position in pool area when classes or open swims begin.

Personal matters

1) Update certifications.

~~10) Smile!~~

2) Keep all personal visits brief. Do not let visits with friends or phone calls interfere with your work.

3) Stay in good physical condition by swimming 1 mile (36 laps/72 lengths) weekly and record laps on your designated sheet.

Office Responsibilities

For a portion of your shift as a lifeguard, you will be expected to run the office. This entails greeting patrons, collecting money or passes, and answering the phone. Please remember these guidelines when working in the office.

1) Ask to see patrons' membership cards at check-in, and take tickets and/or money – be sure to keep tally on participation slip as you receive it. Everyone must personally check in before entering the pool.

2) Use one participation slip for each open swim, count total, fill in bottom, sign your name, put the date and time, and turn into receptionist as soon as possible after finish of swim.

3) Have emergency number on hand, as the phone if the office is toll restricted (cannot get out on 0 or 1).

4) Limit your social calls to two minutes.

5) Watch for messages or lifeguard meetings on blackboard in the lifeguard office.

6) Keep desk area clean.

Timecard Procedure

You will be paid based on the hours documented on your timecard. Please use the following guidelines in order to receive your paycheck.

1) Put the correct times on your timecard when coming on duty or ending your shift.

2) Please punch out on breaks, and do not punch in more than 10 minutes early.

3) Sign your timecard on time for it to be processed. **If you do not sign in or fill out**

your timecard on time, you will not be paid.

Absence Policy

You are responsible for working your shift whenever possible. If you are sick or have an emergency, please use the following guidelines.

1) Secure a substitute from the list of lifeguards in good standing. If a sub cannot be found, you are responsible for working.

2) Always obtain permission to be absent from Pool Director.

RIn return for carrying out your responsibilities, you can expect your supervisor to:

1) Provide supplies and material necessary to do your job.

2) Provide information and keep you posted on new programs.

3) Provide support for your decisions when you are following YWCA policies.

4) Periodically evaluate your performance and give you feedback.

5) Treat You with respect.

6) Be fair and honest.

7) Provide guidance and leadership.

8) Respond to your questions and concerns.

~~LIFEGUARDS~~Poolside Responsibilities

The swimming pool is a source of enjoyment and instruction if used properly. ~~n assuming responsibilities of a lifeguard, a person must realize that his~~ As a lifeguard, it is your job to protect swimmers~~vigilance and job execution is essential in the protection of human lives~~. ~~In order to be fully prepared to discharge his duties, the~~ You ~~lifeguard~~ should be thoroughly trained in swimming, lifesaving, first aid, and ~~thoroughly~~ familiar with the following guidelines~~e manual~~.

Procedures to follow for scanning the pool area:

    1) Look at groups of people. Do not try to watch all the people in the pool as individuals.

    2) Scan all areas periodically. Do not watch one area constantly.

3) Pick out unusual actions of swimmers, which may indicate trouble.

Procedures for ensuring swimmer safety: ~~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 3 areas with the most chance for accidents are:~~

~~1. Shallow end of the pool.~~

~~2. The diving area.~~

~~3. The deck area.~~

~~lifeguards should know and observe pool rules at all times.~~

1) ~~Lifeguards should~~ Learn and observe pool rules at all times and rules ~~Rules should be enforced~~ in a uniform manner. (See pool rules on page 8.) ~~to all swimmers.~~ Do not allow personality conflicts to cloud judgment.

    2) Know the area for which you will be responsible. The 3 high-risk areas are the

      a. shallow area

      b. diving area

      c. deck area

3) Never allow swimmers to use the pool until a lifeguard or instructor can ~~adequately~~ guard the pool.

4) Call swimmers to you and explain the rules when necessary. Do not yell at swimmers

5) Try to classify swimmers according to ability. Weak swimmers should be watched often.

6) Enforce the rule that swimmers who are not able to take care of themselves in deep water must remain in shallow water. Swimmers may not advance to deep water by holding on sides of pool.

7) In case of swimmer misconduct:
   a.) Correct the individual in a positive and concise language.
   b.) Notify the Pool Director if the swimmer refuses to comply. **Do Not** argue with the swimmer.

8) Use your whistle sparingly for it to be most effective.

9) Ensure that life-saving equipment is in place for use prior to opening the pool.

10) Tools and equipment are to be returned to their proper place as soon as they are no longer in use.

11) Assume a posture which is conducive to quick and efficient action.

12) Always face the pool. Avoid the temptation to converse socially with swimmers.

13) When 10 or more swimmers are in the pool, make sure at least one guard has a thorough view of the pool in the lifeguard stand or standing on the deck.

14) Make sure only lifeguards are on the lifeguard stand at all times. No diving from the stand except in emergency.

15) When working in shifts, never leave the pool until the next guard is on duty. **Never leave the pool unguarded with swimmers in it.**

16) After the swim period, carefully check the water before leaving the pool area.

17) Never swim alone in the pool.

18) Hook the rope in the pool for all open swims and most private parties. Do not take it down until two minutes before the end of the swim time.

19) Hang up PFDs, rinse them off with hose, and allow them to dry before storing.

20) Wear attire that will identify you as a lifeguard.

Food and drink procedures:

1) You may have drinks on the pool deck, but food is not permitted on the deck.
2) Keep all food in the office.
3) You may take a break to eat if there are more than two guards on duty.

Swimmer Accident Procedures

1) If swimmers need help, use the rescue tube or extend the pole to them and pull them to the edge of the pool. Enter water only as a last resort.
2) Know the proper procedure advocated by the American Red Cross in order to take quick and effective action.
3) **Always fill out an accident report** and leave on the Pool Director's desk.
4) In case of slight injury, such as skin abrasions or bruises, send the individual to the swimming pool office for First Aid.
5) If the injury is serious, administer First Aid, ask the front office attendant to call a physician, and you should notify the Pool Director.
5) In case of a serious water accident, clear the pool of swimmers.
6) Ask head lifeguard or Pool Director to make out an accident report for the front office.

Supervisor Responsibilities

In return for carrying out your responsibilities, you can expect your supervisor to:

1) Supply the materials necessary to do your job
2) Inform and keep you posted on new programs
3) Support your decisions when you are following YWCA policies
4) Evaluate your performance and give you feedback
5) Treat you with respect
6) Be fair and honest
7) Guide and lead
8) Respond to your questions and concerns

Patron Questions/Complaints

3) Respond immediately to patrons' ~~a user's~~ questions or presence by smiling, nodding, or asking if

you may help. If you cannot immediately respond to a question or request, at least

acknowledge his/her presence by indicating that you will be with him /her in a moment.

Never argue with a patron. Strive to remain courteous and listen to any complaints. ~~irate people, they may have a valid complaint.~~ Refer

them to the Pool Director. **Remember ~~these people~~ that a patron** may be having bad day; it happens

to the best of us!

Lifeguard Safety

To ensure your own safety, as well as that of other employees and patrons:

1) Enforce all pool rules.
2) Handle all chemicals appropriately. See chemical safety sheets.
3) Use your legs, not back, to lift.
4) Monitor weather conditions. Follow below guidelines for bad weather.
5) Always take some equipment with you when rescuing a swimmer. Use above procedures in case of a pool accident.
6) Follow safety guidelines for handling electrical equipment.
7) Keep all equipment in good condition and in its designated place.
8) Make daily checks of the locker rooms. Note any potential hazards.
9) Always wear gloves when treating any open wound.

Emergency Plans

Fire ~~Weather~~

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

Weather

- If there is a **thunderstorm** in the area, lifeguards are to clear the pool and have patrons move to the locker room area. No one is to swim or shower when it is lightning. Lifeguards should avoid using the telephone, except in an emergency.
- If there is a **tornado** warning, lifeguards are to clear the pool area immediately. Everyone should move to the

Patron
Rules and Regulations

These rules are for YWCA patrons. Please learn them and enforce them while on duty.

Rules to ensure patrons' safety:

1) No breakable objects are permitted in the pool area.
2) No persons with 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 will be permitted to swim.
3) No rough play, shoving, or any horseplay.
4) No running or tag games in the pool, on deck, or in the locker rooms.
5) No hanging or playing on the rope in the pool.
6) No more than one person on the diving boards at a time.
7) Look before you dive, dive straight, no double-bounding. Swim to the nearest ladder.
8) No hanging on boards.
9) No swimming in the diving area when the boards are in use.
10) No back dives or flips off the edge of the pool.
11) No diving, jumping from or hanging onto starting blocks.
12) Children wearing floaties or using inflatable toys are restricted to the shallow end.
13) Kickboards and leg buoys should to be used for lap swims and "Y" teams only.

Rules to ensure a positive, fun experience for all patrons:

1) No profane language or any type of behavior annoying to other swimmers.
2) No alcoholic beverages or persons consuming alcohol are permitted in the pool area.
3) No tobacco in the pool area.
4) Pool First Aid and safety equipment should be used only by the lifeguard/instructor or personnel on duty.
5) No visiting or unnecessary talking to lifeguards or pool personnel while on duty.
6) Shower before entering pool.
7) Towels should be left in locker rooms on hooks.

EMERGENCY PLAN – WEATHER

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. No one is to swim during an electrical storm.

Also, caution the clients to not use the showers. Guards should also avoid using the telephone, except in an emergency.

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

EMERGENCY – FIRE

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