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## YWCA Aquatic Center

# LIFEGUARD MANUAL

Comment [km1]: The official, full name of the center should be on the title page and on first reference within the manual.

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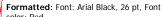
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Manual objectives, Introduction
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Comment [JM3]: Karen: Good job dividing up the content so that it is more searchable.

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#### **INTRODUCTION** Manual Objectives

This handbook has been put together for three reasons: 1)\_ToProvide an understanding of the

YWCA Aquatic Center and our commitment to our members

Instructors

- 2) To-Gguide you in your job responsibilities\_as a YWCA employeelifeguard
- 3) To-Aassist you with a consistent approach to carrying out policies and procedures-

**Comment [km4]:** Make manual objectives explicit by giving them their own section and putting in list form.

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**Comment [km5]:** Split up manual objectives and introductory information by adding another heading.

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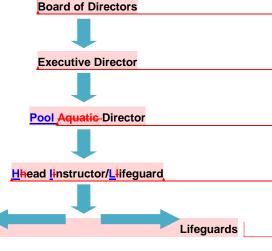
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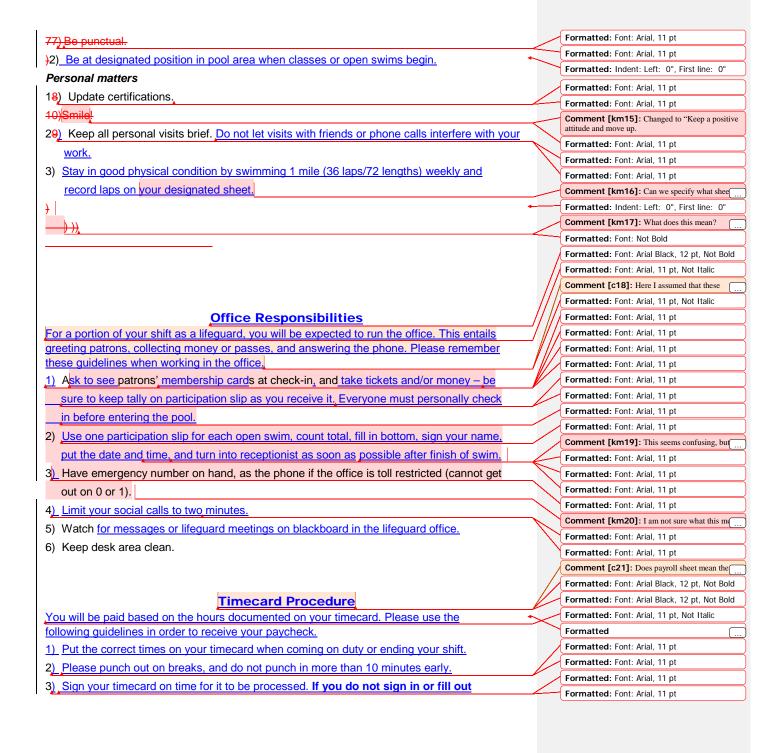
#### Introduction to the YWCA

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 use. Remember that Yyou 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)



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		Comment [JM8]: How are you using italics	3?
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General Responsibilities		Formatted	
These are your lifeguard responsibilities pertaining to training, communication		Formatted	
with fellow employees, meetings, and other general matters,		Formatted	
Training		Formatted	
1) It is your responsibility to become Become adequately trained in your area by:		Formatted Formatted	
<u>a.</u>		Formatted	
<u> </u>		Formatted	<del></del>
c. (add more letters if needed)		Formatted	···
		Formatted	<u> </u>
2) Attend all staff meetings and training sessionsThese meeting are mandatory and		Formatted	
attendance will reflect rehiring policies.		Formatted	
Communication!	//	Comment [km9]: This seems unnecessary.	
1) Follow through on the responsibilities of your job D. Do not allow personal problems to		Formatted	
interfere with job performance.		Formatted	
2) Maintain positive and productive relationships with fellow employees.		Formatted	
a. Communicate openly with staff by giving written and verbal feedback to the Aquatic Pool		Formatted	
Director		Formatted	
as well at to each other. Your feedback is important to us.		Formatted	
b. First approach the head lifeguard/instructor with any questions or issues. See chain of		Formatted Command Florated Command Com	
		Comment [km10]: Consider revising this p	001
command (Figure 1).		Formatted	<u> </u>
c. Provide sSupport to other employees. We work as a team.	\	Formatted	
d. Maintain a positive attitude.		Formatted	
e. Ask a fellow employee for help if you don't know the answer to a question.		Formatted	
f. Set an example at all times while in the facility, on or off the clock.		Formatted	
g. Take the time to get to know those you work with; you may need a sub.		Comment [km11]: Is this necessary?	
h. Be alert and courteous at all times.	1	Formatted	
i. Avoid gossip and judgmental accusations.		Formatted	
Punctuality _		Formatted	
5) Work your shift whenever possible and find adequately trained subs when you cannot		Formatted	
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work. If a sub-cannot be found, you are responsible for	$ \leftarrow $	Comment [km12]: repetitive	
working. 1) Be on time. Report to work 10-15 minutes before time to sign in.	//	Formatted	
		Comment [km13]: Might there be another	
		Formatted	<u></u>
6) Keep track of hours on your time card. Please punch out on breaks, and do not punch in		Formatted	
more than 10 minutes early.	1	Comment [km14]: Is this the appropriate to	ern
7) Provide support to other employees. WE ARE A TEAM AND INDIVIDUAL PLAYERS ARE		Formatted	()
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your timecard on time, you will not be paid.		Formatted: Font: Arial, 11 pt
- your mineral and many your minimate parties		Formatted: Left
Absence Policy		Formatted: Font: Arial Black, 12 pt, Not Bold
You are responsible for working your shift whenever possible. If you are sick or have an		Formatted: Indent: Left: 0", First line: 0",
emergency, please use the following guidelines.		Right: 0.33", Line spacing: Exactly 14 pt
1) Secure a substitute from the list of lifeguards in good standing. If a sub cannot be found,		Formatted: Font: Arial, 11 pt
you are responsible for working.		Comment [km22]: This conflicts somewhat with the following #2. We need to clarify what the
2) Always obtain permission to be absent from Pool Director.	_/	lifeguards should do if they cannot attend work because of illness or an emergency.
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RIn return for carrying out your responsibilities, you can expect your		Formatted: None, Right: 0", Don't keep with
supervisor to:		next, Tab stops: 0.5", Left
·	_	Formatted: Font: Arial Black, 12 pt
1) Provide supplies and material necessary to do your job.		Formatted: Font: Arial Black, 12 pt
2) Provide information and keep you posted on new programs.		Formatted: Font: Arial Black, 12 pt
3) Provide support for your decisions when you are following YWCA		Torriatted. Fort. Ariai black, 12 pt
<del>policies.</del>		Francista de Frank Arial Blash, 40 mt
4) Periodically evaluate your performance and give you feedback.		Formatted: Font: Arial Black, 12 pt
5) Treat You with respect.		Formatted: Font: Arial Black, 12 pt
6) Be fair and honest.		Formatted: Font: Arial Black, 12 pt
7) Provide guidance and leadership.		Formatted: Font: Arial Black, 12 pt
8) Respond to your questions and concerns.		Formatted: Font: Arial Black, 12 pt

#### **LIFEGUARDS** Poolside Responsibilities Formatted: Font: Arial Black, 12 pt Formatted: Font: Arial Black, 12 pt The swimming pool is a source of enjoyment and instruction if used properly. A assuming Formatted: Font: Arial Black, 12 pt responsibilities of a lifeguard, a person must realize that his As a lifeguard, it is your job to Formatted: Font: Arial protect swimmers vigilance and job execution is essential in the protection of human lives Formatted: Right: 0.33", Line spacing: In order to be fully prepared to discharge his duties, the You lifeguard should be thoroughly Exactly 15 pt trained in swimming, lifesaving, first aid, and theroughly-familiar with the following Formatted: Font: Arial guidelinese manual Comment [km23]: This wording seemed to mature for the lifeguards that will be reading this manual. Formatted: Font: Arial Procedures to follow for scanning the pool area: Formatted: Font: Arial 1) Look at groups of people. Do not try to watch all the people in the pool as Formatted: Font: Arial individuals. Formatted: Font: Arial 2) Scan all areas periodically. Do not watch one area constantly. Formatted: Font: (Default) Arial, 11 pt, Bold, 3) Pick out unusual actions of swimmers, which may indicate trouble. Formatted: Font: Arial, 11 pt, Italic Formatted: No bullets or numbering Procedures for ensuring swimmer safety: When guarding, scan the pool area. Do not Formatted: Font: Arial, 11 pt try to watch all the people in the pool as individuals. Do not watch one area Formatted: Font: Arial, 11 pt constantly. With a small amount of experience, a guard can learn to pick out the Formatted: Font: Arial, 11 pt difference or unusual actions which may indicate trouble from the normal pattern of Formatted: Font: Arial, 11 pt activity. Formatted: Font: Arial, 11 pt Know the area for which you will be responsible. Formatted: YWCA Heading 2, Right: 0" The 3 areas with the most chance for accidents are: Formatted: Font: Italic Shallow end of the pool. Formatted: Font: Arial The diving area. Formatted: Font: Arial The deck area. Formatted: Font: Arial guards should know and observe pool rules at all times. Formatted: Font: Arial Formatted: Font: Arial Lifeguards should Learn and observe pool rules at all times and rules Rules should be 1) Formatted: Font: Arial Black enforced in a uniform Formatted: Font: Arial manner. (See pool rules Formatted: Font: Arial on page 8.) to all swimmers. Do not allow personality conflicts Formatted: Font: Arial to cloud judgment. Formatted: Font: Arial Formatted: Font: Arial 2) Know the area for which you will be responsible. The 3 high-risk areas are the Comment [km24]: This seems unnecessary. a. shallow area b. diving area Formatted: Indent: Left: 0", First line: 0" c. deck area Formatted: Font: Arial 3). Never allow swimmers to use the pool until a lifeguard or instructor can adequately Formatted: Font: Arial guard the pool. Formatted: Font: Arial

ebeervingthe_the-rules when necessary, Do not yell at swimmers  5]. The habit of mentally classifyingTry to classify swimmers according to_ability_ie-a good one, IWeak_s swimmers should be watched often, should be noticed more often.  6]. Enforce the rule that swimmers who are not able to take care of themselves in deep water must remain in shallow waterSwimmers may not advance to deep water by holding on sides of pool.  7]. In case of swimmer_misconduct-en the part of the swimmers:  a) Correct the individual in a positive and concise language_r b) Notify the Pool Director jef the violater swimmer refusesed to complyDo nNot growth the violatorswimmer_r  8]. The whistle is generally the best aid a guard can have, however, if the whistle is not used correctly and sparingly, it is worthlose. 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 jonger in use.  11]. Assume a posture which is conductive to quick and efficient action.  12]. Aalways facingface the pool the swimmers. Be a lifeguard on duty, avoidingAvoid_the temptation to converse socially with swimmers.—  Formatted  Formatted: Fort: Arial  Comment [km26]: where is "in place?"  Formatted: fort: Arial  Formatted: fort: Arial  Comment [km27]: Can we be more specific?  Formatted: Fort: Arial	4)3Call swimmers to you and give them an explanation or reason for explain.		Formatted	
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	standing on the deck.		<del></del>	
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141. Make sure Lifeguard-only lifeguards are on the lifeguard stand at all times. No diving  Formatted: Font: Arial  Formatted: Font: Arial		//		
from the Formatted: Fort: Arial	—from the	//		
stand except in emergency.				
154). When working in shifts, never leave the pool until the next guard is on dutyNever Formatted: Indent: Left: 0", First line: 0"	154). When working in shifts, never leave the pool until the next guard is on dutyNever		Formatted: Indent: Left: 0", Fi	rst line: 0"
leave the pool unguarded with swimmers in it.	leave the pool unguarded with swimmers in it.		Formatted	
165). After the swim period, make a careful check of carefully check the water before Comment [km28]: Is this referring to the lifeguard or swimmers?				ng to the
leaving the pool area.			Formatted	
176. Never swim alone in the pool. Formatted: Font: Arial	176. Never swim alone in the pool.	K	Formatted: Font: Arial	

187). 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.

198). 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

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**Comment [km29]:** where can this equipment be found?

Comment [km30]: what is this procedure, or where can lifeguards find it?

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Comment [km31]: We need to clarify what a "serious water accident" is.

Comment [JM32]: 6 isn't a procedure

Comment [km33]: This sentence is confusing and slightly contradicts #3. Who is responsible for filling out the accident report, and where should it go once it is completed?

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### 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** Weather **Fire**Weather If there is a thunderstorm in the area, lifequards are In case of fire, the guards on to clear the pool and have 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

anyone is in need of immediate first aid after they

have been evacuated it is to

be administered at this time.

leave the building, too.

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.

immediately.

If there is a tornado

warning, lifeguards are to clear the pool area

should move to the

**Everyone** 

Formatted: Font: Arial Black, 12 pt Formatted: Font: Arial Black, 12 pt Formatted: Heading 1,YWCA Heading 1, None, Indent: Left: 0", First line: 0", Right: 0", Don't keep with next Comment [km34]: Are these reactions always appropriate responses to questions and presence? Comment [km35]: At what point exactly is this necessary? Comment [km36]: Consider removing; seems superfluous. Formatted: Font: Arial Black, 12 pt, Font color: Auto Formatted: Font: Arial Formatted: Left Formatted **Formatted** Comment [km37]: Where can these be found? Formatted: Font: 11 pt Formatted: Font: 11 pt **Formatted** Formatted Comment [km38]: this is ambiguous. Can we Formatted: Font: 11 pt Formatted Comment [km39]: Is this necessary? It seems **Formatted** Comment [km40]: What are the guidelines? If Formatted: Font: 11 pt Formatted: Font: 11 pt Comment [km41]: where is this? Formatted: Font: 11 pt Formatted: Font: 11 pt Comment [km42]: such as? what kind of **Formatted** Formatted: Font: 11 pt **Formatted** Formatted: Line spacing: single Comment [JM43]: Good use of text boxes to Formatted: Font: Arial Black, 12 pt Formatted: Indent: Left: 0", First line: 0" Formatted: Font: Bold Formatted Formatted Formatted: Font: Bold

Patron		Formatted: Font: 12 pt
Rules and Regulations		Comment [JM44]: Can this list be divided up for readability's sake.
These rules are for YWCA patrons. Please learn them and enforce them while on duty.	1	Formatted: Font: Arial Black, 12 pt
Rules to ensure patrons' safety:	///	Formatted: Font: Arial Black, 12 pt
1)_No breakable objects are permitted in the pool area.	,	Formatted: Left, Indent: Left: 0", First line:
2) No persons with skin lesions, sore or inflamed eyes, mouth, nose or ear discharges;	//	Formatted: Font: Arial
any communicable diseases, or having any type of bandages, tape, etc. on the body	//	Formatted: Font: Arial
will be permitted to swim.		Formatted
3) No rough play, shoving, or any horseplay.		Formatted
4) No running or tag games in the pool, on deck, or in the locker rooms.		Formatted: Font: Arial
5) No hanging or playing on the rope in the pool.		Formatted
6) No more than one person on the diving boards at a time.		Formatted: Font: Arial
7)- Look before you dive, dive straight, no double-bounding. Swim to the nearest ladder.		Formatted
8) No hanging on boards.		Formatted: Font: Arial
9) No swimming in the diving area when the boards are in use.		Formatted: Font: Arial
10) No back dives or flips off the edge of the pool.		Formatted: Font: Arial
11) No diving, jumping from or hanging onto starting blocks.		Comment [km45]: what are these, and where are they located
12) Children wearing floaties or using inflatable toys are restricted to the shallow end.		Formatted: Font: Arial
13) Kickboards and leg buoys should to be used for lap swims and "Y" teams only.		Formatted: Font: Arial
	//	Formatted: Font: Arial
Rules to ensure a positive, fun experience for all patrons:		Formatted
No profane language or any type of behavior annoying to other swimmers.		Formatted
2) No alcoholic beverages or persons consuming alcohol are permitted in the pool area.		Formatted: Font: Arial
3)- No tobacco in the pool area.		Formatted: Font: Arial
4) Pool First Aid and safety equipment should be used only by the lifeguard/instructor or		Formatted
personnel on duty.		
5) No visiting or unnecessary talking to lifeguards or pool personnel while on duty.		Comment [km46]: Who would this be?
6) Shower before entering pool.		Formatted: Font: Arial
7)_Towels_should be left in_locker rooms on hooks.		Formatted: Font: Arial
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+		Formatted: Left, Right: 0.33"
EMERGENCY PLAN - WEATHER		Formatted
——In case of thunderstorm in the immediate area, the guards on duty are to clear the pool and		Formatted: Font: Arial
have the clients move to the locker room area. No one is to swim during an electrical storm.		
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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.

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EMERGENCY - FIRE

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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.

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