

## Aquatics Manual Changes 2016

Many of the Table of Contents page numbers are different on the paper copy. I don't know how that will be on the web site. The paper copy now has only 31 pages.

In the table of contents 2.2 you may not need to change this on the computer

- (money handling procedures page 8) is now page 6 on paper

Section 2.2 under **end of day** line #2 has been changed. Additional wording

Section 4.11 in the first paragraph the wording has changed.

Section 6.7 line #2 second paragraph the wording has changed. **Butler Aquatic Center** not Butler pool.

Section 8 is an entirely new section





Dear Potential Staff Member:

Welcome to the staff of the Butler Parks and Recreation Department. Pending satisfactory results of all training and testing you will be part of a team that strives to serve the recreation and leisure needs and interests of our community. You should be proud of your training, and the responsibility of keeping people safe and helping them if they are in need.

This manual was designed to assist you in becoming a valuable member of our team. You must familiarize yourself completely with the manual and follow all policies and procedures. The evaluation of your work will be based on your aquatic skills, personal attitude, and your ability to work with the public and other staff members, and how conscientiously you follow this manual. **YOU ARE RESPONSIBLE FOR THE SAFETY AND WELL BEING OF ALL PATRONS AT ALL TIMES.** There is absolutely no room for mistakes in an aquatic environment.

Sincerely

Scott Bitner  
Parks and Recreation Superintendent

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## SECTION 1 OVERVIEW

### 1.1 A WORD ABOUT OUR PROGRAMS

Operating an aquatics facility is a business. The three key words governing our programs are SAFETY, CLEANLINESS, and PUBLIC RELATIONS.

#### SAFETY:

We must do everything possible to prevent accidents and eliminate hazardous situations in and around the pool.  
Never leave an assigned area until properly relieved.

#### CLEANLINESS:

With an average of over a hundred patrons a day using our facility, it gets dirty. The possibility of infectious diseases spreading at an aquatic facility due to unclean conditions in the water, on the deck, in the shower rooms, and in the concession areas is extremely high. Nothing less than extreme cleanliness is acceptable.

#### PUBLIC RELATIONS:

We can keep them safe and healthy, but keeping them happy can be hard! The following guidelines should be supplemented by good, common sense:

Always demonstrate enthusiasm, cheerfulness, courtesy, tact and patience in the performance of all duties.

Give a correct, courteous reply to each question. If you do not know the answer, direct the question to the manager.

Pool rules are firm and must be enforced at all times. Calmly explain the violation and how it will endanger oneself as well as others.

Others will note your every action and you will be imitated, both good and bad. Have respect for yourself: appear neat, clean, courteous, and show respect for the rules and your fellow employees-others will follow.

## SECTION 2 JOB DESCRIPTION

### 2.1 PERSONAL CHARACTERISTICS

In addition to performing specific skills, all employees should have the following personal characteristics: dependability, emotional stability, tact and judgment, and a positive attitude. Lifeguards and managers should also have a high level of physical fitness.

#### DEPENDABILITY:

Each person on the schedule plays an important role in safe and efficient operation of the facility. If you miss work, you put other employees in a difficult position by having to cover for your absence. Aquatic facilities require dependable and responsible employees. Only such persons will remain on staff. All employees should arrive at work at the proper time, in uniform ready to assume the responsibilities of their position.

#### EMOTIONAL STABILITY:

Every individual reacts differently to stressful situations. Employees must be able to make sound decisions that conform to the facility policies when faced with a difficult or stressful situation. One individual's decision may affect the entire staff and the facility.

#### TACT AND JUDGMENT:

Aquatic facility employees must gain the respect and cooperation of the public. The enforcement of rules and regulations must be standardized and consistent. Employees must be courteous to patrons, but avoid unnecessary conversations.

#### POSITIVE ATTITUDE:

Aquatic facility employees must understand his/her responsibilities to the employer as well as to the public. Cooperation with other employees in team efforts and personal adherence to rules and regulations are important to the successful operation of the facility.

#### PHYSICAL FITNESS:

A high level of fitness is required of lifeguards and managers at all times. Speed, strength, endurance, and flexibility are vital attributes in a rescue.

### 2.2 MANAGER/ASSISTANT MANAGER

The manager is responsible for the administration, staff supervision, facility operation, and personal employee duties. The manager shall:

#### Administration

1. Turn in appropriate forms at the proper times to the Parks & Rec. Supt.
2. Collect time sheets for all facility staff.
3. Physically count the money and check the accuracy of the daily cash reports.
4. Follow all money handling, and office safe use procedures as described on page 8 of this manual.
5. Make deposits on a daily basis.

#### STAFF SUPERVISION

6. In cooperation with the Parks and Recreation Superintendent:
  - Schedule lifeguards, swim instructors, and other staff to work.
  - Evaluate staff and handle staff complaints/discipline cases.
  - Conduct in-service training sessions a minimum of bi-weekly.
  - Insure staff follows all rules and guidelines. Notify the Park & Recreation Superintendent of any disciplinary problems.
7. Assist in the concession stand as needed.

8. Actively enforce staff reductions when justified by low attendance, inclement weather, etc.
9. Ensure all personnel are neat, clean and in the proper uniform.

#### **FACILITY SUPERVISION AND OPERATION**

10. Assist in the season opening and closing of the pool.
11. Report to work 15 minutes prior to the facility opening.
12. Personally open and close the facility at the proper times.
13. Conduct a daily inspection of the facility and equipment prior to opening. Any deficiencies will be corrected immediately or placed off limits to all patrons.
14. Test chemicals prior to opening the facility at noon and after closing. Also test chemicals at (2) (4) and (6) pm. (more often if chemicals are out of range).
15. Physically walk the perimeter of the facility during the opening and closing procedure to inspect and secure.
16. Be responsible for all equipment and supplies.
17. Ensure that daily maintenance of the facility, shower rooms, guardhouse, pump house and concession stand are performed.
18. Report all major maintenance and supply needs to the Parks & Rec. Supt. using the correct forms.
19. Be responsible for notifying the Parks & Rec. Supt. of all emergencies, closings, patron complaints/incidents, and discipline problems.
20. Oversee all emergency procedures in the event of an accident. Administer first aid as necessary
21. Plan and conduct special programs and events.
22. Assist in teaching and conducting classes offered at the facility.
23. Keep the first aid kit stocked.
24. Keep an up to date inventory of all supplies and equipment.
25. Promote positive public relations through personal contact with the public and leading the staff to do the same.
26. Refer all media requests to the Parks & Rec. Supt.

#### **PERSONAL EMPLOYEE DUTIES**

27. Keep a neat and clean appearance.
28. Wear the prescribed manager uniform when on duty.
29. Participate in all in-service training programs.
30. Notify the Parks & Rec. Supt. as soon as possible if unable to work for any reason.

31. Never leave the facility during operating hours unless relieved by a fellow manager or another person approved by the Parks & Recreation Superintendent.
32. Swim 300 yards one time per week.
33. Be responsible for reading, understanding, and following the guidelines of the Butler Parks & Recreation Aquatics Manual.
34. Perform other duties as assigned.

### **Money Handling Procedures**

#### **Opening**

1. Pool manager shall take start-up money out of the safe. This should be done with no non-management personnel present.
2. Pool manager shall personally put the start-up money in both the admission and concession drawers.
3. Every two hours the pool manager should count the money in both drawers, replace the start-up money and remove excess money to the office safe. The manager should keep a running total.

#### **End of Day**

1. Pool manager shall personally collect all money from the drawers. Be sure to keep concession and admission money in separate bags.
2. The pool manager shall restrict access to the office while counting the money. The manager and assistant manager shall each do an independent count. Remember to keep the concession and admission money separate and to put the start-up money in the safe for the next day. (roll all coins placed in the bank deposit)
3. Fill out cash reports and deposit slips.
4. Check the accuracy of and sign the daily cash reports. Check the deposit slip and sign. Place deposit slip in the deposit bag and take to the bank.
5. Make a deposit EVERY NIGHT.

### **OFFICE SAFE**

1. Only management shall know the combination to the safe.
2. Only management shall be present while the safe is being opened. Every effort shall be made to protect the safe contents, as well as the safe combination.
3. Start-up money is all that should be stored in the safe.

#### **2.3 HEAD LIFEGUARD**

The Head Lifeguard is selected from the lifeguard staff to provide supervision during meetings, emergencies, or when deemed necessary by the Parks & Recreation Superintendent. The Head Lifeguard is expected to perform managerial duties when serving as Substitute Manager.

The manager may schedule the Head Lifeguard as Substitute Manager during meetings or emergencies but must obtain approval for other hours from the Parks & Rec. Supt.

The Head Lifeguard shall:

1. Serve as Substitute Manager in the absence of regular Management.

2. Fulfill all daily manager duties when acting as Substitute Manager.
3. Support and assist management as requested.
4. Serve as a lifeguard when assigned.
5. Keep a neat and clean appearance.
6. Wear the prescribed manager uniform when acting as Substitute Manager.
7. Participate in all in-service training programs.
8. Swim 300 yards one time per week.
9. Notify management as soon as possible if unable to work for any reason. Inform them of substitute arrangements made.
10. NEVER leave the facility during operating hours unless relieved by management.
11. Be responsible for reading, understanding, and following the guidelines of the Butler Parks & Recreation Departments Aquatic Manual.
12. Perform other duties as assigned.

#### **2.4 LIFEGUARD**

Lifeguards are responsible for preventing accidents, providing emergency response, assisting in facility supervision and operation, and personal employee duties. They shall:

1. Keep eyes, ears, and mind on the area of supervision at all times when on duty.
2. Anticipate potential danger and take steps to prevent accidents and injuries.
3. Maintain an alert posture at all times.
4. Scan the assigned zone systematically.
5. NOT eat, chew gum, twirl whistle, read, throw balls, or engage in horseplay while on the stand or platforms.
6. NOT engage in any unnecessary talk with patrons or each other while on the stands or during guard changes.
7. Ensure that all lifesaving equipment is in its proper location when getting on the stand (each rotation).
8. Know the safety rules and enforce them uniformly and consistently.
9. Inform management of any disciplinary problems.

#### **EMERGENCY RESPONSE**

10. Follow the facilities emergency action plan.
11. Use rescue equipment properly (as needed) to ensure safe rescue.

## **FACILITY SUPERVISION AND OPERATION**

12. Perform daily maintenance of facility: shower rooms, guard house, and concession areas. Including trash pick up and removal, flushing toilets, removing items that do not belong, hosing down deck areas, sanitizing decks, bathrooms, sinks, and toilets etc.
13. Turn in all lost and found items.
14. Maintain positive public relations with visitors by being courteous and polite.

## **PERSONAL EMPLOYEE DUTIES**

15. Report to work 15 minutes prior to the facility opening.
16. Provide and wear sunglasses, sunscreen, and other protective gear.
17. Keep a neat and clean appearance.
18. Wear the prescribed uniform at all times.
19. Participate in all in-service training programs.
20. Swim 300 yards one time per week.
21. Notify management as soon as possible if unable to work due to illness or emergency. Inform them of substitute arrangements made.
22. Be responsible for reading and understanding the Butler Parks and Recreation Aquatics Manual.

### **2.5 SWIM INSTRUCTOR**

The swim instructor is responsible for teaching, preventing accidents and the administration of personal employee duties during swimming lessons. The instructor shall:

#### **TEACHING**

1. Report to work 15 minutes prior to their scheduled class. Wait on the deck prepared to teach, and have all necessary equipment ready at least three minutes before class starts.
2. Follow the teaching formats and guidelines of the American Red Cross and the Butler Parks and Recreation Department.
3. Never force a student to go off the diving board, use the slide, jump into deep water, or submerge their head.
4. **Start and end classes on time**
5. Get in the water with the students. However, in some classes teaching on the deck may be appropriate but is still very limited.
6. Learn the names of all children in the class no later than by the third class period. Call children by their names frequently.
7. Inform parents of class outlines, policies, and procedures at the end of the first class.
8. During parent's open house, talk to parents, demonstrate skills and explain procedures.

9. Inform students and parents of progress and improvements.
10. Complete all class requirements by the ninth day of class.
11. Keep management informed of any incidents or difficulties in the class.
12. Maintain positive public relations with parents and students by being courteous and polite.

#### **ACCIDENT PREVENTION**

13. Never turn your back toward the class.
14. Refrain from unnecessary conversation with another instructor.
15. Respond to students in the event of an emergency.
16. Immediately notify lifeguard when responding and attention is diverted from other students.
17. In the event of an emergency requiring lifeguard assistance, supervise the class while the lifeguard follows up with rescue procedures.

#### **ADMINISTRATION**

18. Keep daily attendance of students.
19. Complete daily progress records for each student in the class.
20. Have block plans and lesson plans for each class ready prior to each period.
21. Inform and provide block plans and lesson plans for substitute instructor in the event of absence.
22. Complete American Red Cross Records. Turn in all copies to management before noon on the third day of class.
23. Finalized copies of Course Records must be turned in by noon on the last day.
24. In the event that a student misses two consecutive classes, call the student and find out why. Report the conversation to management.
25. Complete student report cards prior to the last day of class.
26. Complete and issue cards to students who have successfully completed the class.

#### **PERSONAL EMPLOYEE DUTIES**

27. Notify management as soon as possible if unable to work for any reason.
28. Inform management of substitute arrangements made.
29. Keep a neat and clean appearance at all times.
30. Be responsible for reading and understanding the Butler Parks and Recreation Department's Aquatics Manual.
31. Perform other duties as assigned.

## 2.6 CONCESSIONS AND ADMISSIONS AREA

The staff is responsible for financial management, assisting with facility supervision, and personal employee duties involving the concession and cashier areas. The staff shall:

### FINANCIAL MANAGEMENT

1. Be informed and knowledgeable of fees, rules, and operations.
2. Be responsible for safe and accurate exchange of money.
3. Operate cash register. Notify management of any problems or discrepancies.
4. Fill out appropriate forms for registration of classes and season passes etc.

### FACILITY SUPERVISION

5. Keep cashier and concession areas clean and neat.
6. Stay in cashier/concession area at all times until relieved by another staff member.
7. Not allow any non-staff person in the cashier/concession area.
8. Prevent unauthorized entry to the facility by persons who are or believed to be: underage and unsupervised, nonpaying, afflicted with skin diseases/rashes, under the influence of alcohol/controlled substance or suspended from facility use.
9. Notify management of any shower room problems (never leave cashier desk unattended).
10. Answer telephone calls and inquires.
11. Instruct patrons to use the lobby phone.
12. Assist parents and students during the first day of lessons in finding their class and instructor.
13. Greet the public, provide a favorable impression, and answer questions politely.

## Section 3 - STAFF POLICIES AND REGULATIONS

### 3.1 WAGES AND BENEFITS

Every employee falls into the part-time employee pay scale. Workers Compensation for job injuries subject to state review and approval covers all employees. Seasonal employees are not eligible for vacation, sick leave, or paid holidays. Any time off by seasonal employees is uncompensated. Based on a positive evaluation at the end of the season, employees returning the next season may be eligible to receive an increase.

| Year            | \$ Per Hour |
|-----------------|-------------|
| 1 <sup>st</sup> | 7.65        |
| 2 <sup>nd</sup> | 7.90        |
| 3 <sup>rd</sup> | 8.15        |
| 4 <sup>th</sup> | 8.40        |
| 5 <sup>th</sup> | 8.65        |
| 6 <sup>th</sup> | 8.90        |
| 7 <sup>th</sup> | 9.15        |
| 8 <sup>th</sup> | 9.30        |

### 3.2 TIME CARDS AND TIME SHEETS

Once you arrive to work, punch your time card (no earlier than expected arrival time) and report to the Manager. Employees are responsible for clocking in and out for each duty. At the end of each pay period all time cards must be stapled to a completed time sheet. Time worked is rounded up or down accordingly by the ¼ hour. Management is responsible for verifying time cards and time sheets prior to submission to the Parks and Rec. Supt.

### 3.3 PAYCHECKS

Paychecks will be direct bank deposited biweekly on Fridays. This is a mandatory program that all City of Butler employees are required to participate in. You will be required to provide a copy of a voided check or a bank supplied savings account number. These must be turned in with your completed W-4 forms.

### 3.4 WORK LOCATION

All employees are hired to work primarily for the Aquatics Section of the Butler Parks and Recreation Department, however employees can be used anywhere in the Parks and Recreation Department at the request of the Parks and Recreation Superintendent.

### 3.5 ATTENDANCE/WORK HOURS

A work schedule specifying the days and times employees are scheduled to work will be posted at the facility at least one week in advance. Aquatic facilities are entirely weather and participant dependent. In order to insure adequate and appropriate supervision for the facility, management may alter this schedule at any time.

WITHOUT EXCEPTION, it will be expected that all personnel will fully accept the hours and duties assigned. The following are basic conditions for employment with the Butler Parks and Recreation Aquatic staff.

1. Employees must be available to work the entire season's work.
2. Employees should not expect vacation time.
3. Employees should be available seven days a week, including holidays at any time assigned.
4. Some employees may work as many as 40 hours per week; hours may be dependent on such factors as participation, weather conditions, etc.
5. It is the employee's responsibility to notify the Facility Manager when not available to work. If this is done prior to the work schedule being posted the Facility Manager may schedule around the absence if possible. If notified after the schedule is posted the employee is responsible for:
  - (a) Finding a replacement from the staff list.
  - (b) Obtaining managements approval of the replacement.

### ONLY MANAGEMENT MAY MAKE CHANGES TO THE SCHEDULE.

6. Changes must be made a minimum of 24 hours prior to an anticipated absence. In the event of an emergency or illness, the employee is still expected to notify management as early as possible and inform of substitute arrangements made.

**REMEMBER:** Employees are expected to notify management when late arrival or being absent is unavoidable. Failure to do so could result in immediate suspension.

7. Guards not on the stand or covering a station are expected to police the deck area, skim pool, check and clean locker rooms, check chemicals or perform other tasks as assigned by management. After all, assigned tasks are completed management may allow the employee to swim, eat, etc.

The Butler Parks and Recreation Department views reporting late for work as a serious offense. Aquatic staff members have a responsibility to the public to open the facility on time each day. Each employee is expected to report on time as instructed by management. If a staff member reports late, he/she may be allowed to go to the stand at the next ¼ hour. All instances of tardiness will be recorded in the employee's file and will be dealt with in accordance with normal disciplinary procedures. **Tardiness cannot be tolerated!**

### 3.6 UNIFORM

Managers: Managers must wear the approved uniform while on duty.

Lifeguards: Lifeguards are required to wear the designated uniform swimsuit and whistle. This uniform should be kept neat and clean at all times and should be worn in the prescribed manner and only while on duty. Lifeguard tee shirts may be worn over the staff swimsuit while on duty.

Additional uniform items provided by the lifeguard include:

- (a) Sunglasses: should be of good quality, designed to filter sunlight but not reduce vision.
- (b) Plastic water bottle: All lifeguards must have a drink holder with lid at the pool. On days when the temperature is 90 degrees or above the staff must bring their drink with them on the stand.
- (c) Sunscreen: This is encouraged to prevent overexposure to the sun.

Hoop earrings, large rings or any other piece of jewelry with protrusions or sharp points are not to be worn while on duty. No shoes, socks, or pants are to be worn on the stand. All employees are prohibited from wearing any item which is unclean, torn, or displays controversial suggestions/advertisements.

### UNIFORM POLICY

#### SWIM SUITS

Guards and managers are required to wear the prescribed uniform. All employees shall begin each season with one new uniform. Returning guards may, at the discretion of management, wear previous year's uniform in addition to their new uniform as long as they are in good condition. Uniforms shall not be worn inside the facility while employees are off-duty without management permission.

#### TEE SHIRTS

The City will not provide tee shirts and sweaters. If an employee would like to have them, they can be ordered individually from our catalogue. Employees may wear their own tee shirts and sweaters with certain conditions: they must be management approved items with little or no writing on them. They must be clean, white and not ripped or torn. They cannot display any controversial or suggestive advertisements (alcohol, profanity, etc.).

**MANAGEMENT RESERVES THE RIGHT TO PROHIBIT ANY CLOTHING DEEMED UNFIT TO WEAR IN A PUBLIC FACILITY OR THAT IS IN VIOLATION OF POLICY.**

#### HATS AND VISORS

Guards may purchase hats or visors from our catalogues. Only management approved hats or visors may be worn while on duty.

#### WHISTLES

Guards will be issued a whistle and you are required to have it anytime you are on duty. If you lose it, we will issue a second whistle. If the second whistle is lost the guard will be required to purchase another one. Whistles must meet our specifications.

#### RESCUE TUBES

While on duty, guards will be required to have a rescue tube. This is provided. Guards are required to handle and use them in accordance with Red Cross and City of Butler policies. Any misuse or abuse of this equipment will not be tolerated.

**THE PARKS AND REC. SUPT. RESERVES THE RIGHT TO PROHIBIT ANY CLOTHING OR EQUIPMENT THAT IS DEEMED UNFIT TO WEAR ON DUTY FOR ANY REASON.**

**3.7 EYE WEAR**

Managers and lifeguards should be aware that contact lenses might be lost during a rescue. Replacement of lost lenses is the responsibility of the wearer.

**3.8 SKIN CANCER**

The American Cancer Society has indicated that the incidence of skin cancer is now ten times greater than it was in the 1930s. The ultraviolet radiation is most concentrated at mid-day. However, UV rays are present throughout the day, in decreasing amounts.

- (a) Suppression of the immune system, a possible contributor to other cancers.
- (b) Cataracts, a condition where the lens of the eye becomes cloudy.
- (c) Damage to cells that promote soft and pliable skin.

Lifeguards are at high risk. You don't have the opportunity to get out of the sun when you think you've had enough. However, there are things that you can do to limit exposure. Even on cloudy days you can block some of the radiation by:

- (a) Using the umbrella on the guard stand to provide shade as needed.
- (b) Wearing a visor or hat.
- (c) Wearing a shirt.
- (d) Wearing UV protective sunglasses.
- (e) Wearing sunscreen.

Zinc oxide is a very effective sun block. Luckily, it has always been associated with lifeguards, so no one will care if you have a white nose. It even comes in colors. Other sun block and sunscreen lotions are also effective. The higher the Sun Protection Factor (SPF), the more UV rays are blocked out.

**3.9 STAFF MEETINGS/IN-SERVICE TRAINING**

Managers: Managers will have occasional meetings that may require them to place a lifeguard in charge of the facility operations for a short time. Managers are required to attend all in-service training. Attendance at these staff meetings is mandatory.

Lifeguard: As needed in-service training meetings are scheduled at the facility. Attendance at these meetings is mandatory. The facility manager or designated person leads the meetings. Each session will focus on improving our staff in general as well as each individual employee. They will touch on lifeguard principles and practices, public relations, and other important issues concerning aquatics. Managers may post and schedule meetings as necessary. Missing a staff meeting or in-service training without prior notification may result in employee termination.

Swim instructors: Instructor meetings will be held prior to opening day. Attendance at these meetings is mandatory. The facility manager or designated person leads these meetings. They will touch on water safety, swim principles and practices, public relations, and other important issues concerning aquatics. These sessions will focus on improving our staff in general as well as each individual employee. Managers may schedule and post meetings as necessary. Missing a staff meeting or in-service meeting without prior notification may result in employee termination.

**3.10 FITNESS TRAINING**

Lifeguards must possess a basic level of physical fitness in order to perform their duties thus are required to swim 500 meters during the in-service sessions with no exceptions. Management will keep records of the laps for each individual. Many times the pool is too crowded for lap swimming, arrangements must be made with management to swim at alternate times.

### **3.11 STAFF USE OF THE FACILITY**

Aquatic staff members may visit the City of Butler Aquatic Center during public swim hours free of charge when not on duty. Free does not include family or friends.

Rules for staff use of the facility are as follows:

1. Staff members not on duty for the day should not wear their staff suit or any other staff designation.
2. Staff members not on duty should not engage in conversations with staff members on the stand or loiter in the concession or admission area.
3. All rules that apply to the general public also apply to off duty staff members.
4. No staff may remain after regular facility hours without management approval. Violators will be treated as trespassers and are subject to prosecution and/or termination.
5. Any employee wishing to conduct private swim lessons at the Butler Aquatic Facility must follow the guidelines set forth by the Park Commission.

### **3.12 FOOD/DRINK**

Only plastic cups or sports bottles will be allowed on the lifeguard stands or on the deck. No soda cans are allowed on the stand or deck and cups advertising alcohol are not allowed anywhere at the facility. No eating or chewing gum is allowed while on the stand or deck. Eat your major meals before and after work. You are not being paid to eat on the job. If you cannot avoid eating your meal at the pool you must do so during your break time. Light snacks may be eaten when off the stand at the tables or in the break room area. Guards must pay full price at the concession stand. **GUARDS SHOULD NEVER BE INSIDE THE CONCESSION STAND.**

### **3.13 OFF STAND TIME**

Getting off the stand does not mean being off duty. Guards not on the stand are expected to police the deck area, skim pool, check and clean locker rooms, check chemicals, or perform other tasks as assigned by management. After all tasks are finished, management may allow the employee to swim, eat, etc.

### **3.14 MANAGER OFFICE AREA**

The manager's office area is for management only. No other employees should be in the office without managements permission. Keep the area clean and replace all equipment after use. Keep conversations, music, and objects of view respectable.

### **3.15 TELEPHONE USE**

The facility telephone is an official business phone. It is to be answered only by aquatic staff personnel. The phone should be answered in the following manner: "Hello, Butler Aquatic Center, this is (name)." Personal calls must be rare and extremely short. Any abuse of the telephone will require disciplinary action.

Long distance dialing is only allowed by entering a personal number code. Management is the only staff capable of dialing long distance. All long distance calls must be logged properly at the time of the call. Long distance calls are allowed only to reach staff, swim lesson students, or in the event of an emergency to reach family members of patrons.

Phone messages will be taken for those not in the immediate area. The cashier shall not leave the guardhouse unattended to deliver messages to anyone except in an emergency.

### **3.16 STAFF CONDUCT**

As a city employee, you are constantly under the eye of the taxpayers whenever you are working. Therefore, employees are expected to perform their work in the most efficient manner possible and display quality work which they and the taxpayers can be proud of.

The image of the Parks and Rec. Department is determined greatly by what is done in the public eye and the conduct of each employee will influence public opinion toward the entire department. Be courteous and helpful to patrons and program participants. The personnel policy for the City of Butler governs the behavior of all city employees. All employees are expected to conduct themselves at all times with sound judgment and common sense before, during, and after working hours.

Staff members must follow the same regulations and guidelines as the general public. No staff member will hit, dunk, throw, push, or physically handle a patron or fellow employee in a harmful manner. Only during emergency situations and swim lessons should an employee touch patrons.

### 3.17 Media Contact

Requests for interviews, photographs or filming by the press **MUST** be approved by the Parks and Rec. Supt. **UNDER NO CIRCUMSTANCES** shall staff members answer questions or offer information to media personnel without said approval.

No media personnel may interfere with a staff member's duties some of which might include talking to a guard while on duty, climbing on a guard stand or distracting a cashier. If such interference occurs media personnel should be asked to leave and the Parks and Recreation Superintendent should be notified.

### 3.18 Employee Grievances

All grievances should be taken to the facility manager. If the grievance is not resolved, then it should be taken to the Parks and Recreation Superintendent.

### 3.19 Corrective Discipline

Any aquatic employee who does not adhere to the rules contained in this manual is subject to disciplinary action. All corrective discipline will be implemented according to Section 9 of the Personnel Policy for the City of Butler. The following is an excerpt of Section 9:

#### Conduct

It shall be the duty of each employee to maintain high standards of conduct, cooperation, efficiency and economy in their work for the City. Whenever work habits, production levels or other performances of an employee falls below a desirable standard, supervisors should address such deficiencies. Corrections and recommendations should be constructive and polite.

#### Disciplinary Steps

Seasonal employees, do not enjoy the same rights and privileges as full-time employees. All aquatic employees are subject to disciplinary action, up to and including termination, at the discretion of the Parks and Recreation Superintendent or his/her superiors. Because of the sensitive nature of a pool environment and the chance of injury to patrons, a strict disciplinary code will be enforced at all times.

Staff will be required to pay for any equipment that is damaged due to abuse/misuse. Payment for such equipment will be deducted from the staff member's paycheck.

Among the types of conduct which may be considered a basis for corrective disciplinary action are the following:

**(1) Criminal, dishonest, or disgraceful conduct, specifically including:**

(a) Dishonesty: Stealing or taking City property or other employees' property without proper authorization; misuse of City funds or employee funds; cheating; forging or willfully falsifying official City reports, records, application forms, or other documents; any other falsifying action detrimental to the City or fellow employees; or any intentional false statement, deception or fraud in examination, promotion or appointment.

(b) Disturbance: Fighting; using profane, abusive or threatening language; horseplay; causing injury to fellow employees through deliberate action or gross negligence; spreading false reports; or otherwise disrupting the harmonious relationships between employees.

(c) Sabotage: Deliberate damage or destruction of City equipment or property; altering, removing, or destroying City records; advocacy of or participation in unlawful trespass or seizure of City property; encouraging or engaging in slowdowns, sit-ins, strikes or any other concerted effort to limit or restrict normal operations.

(d) Misconduct: Any criminal offense or other misconduct, including immoral conduct, during or off working hours, which could have an adverse effect on the City, or on the confidence of the public in the integrity of the City government (including violation of the Code of Ethics); or on the relationship between employees (including sexual harassment); or repeated convictions during service on misdemeanor charges such as speeding, reckless driving, or accidents involving injuries to persons or damage to property or equipment; or the discovery of such conduct in prior employment.

## **(2) Abuse of Drugs or Alcohol**

Reporting to work in unfit condition, being under the influence of intoxicants or controlled substances, including marijuana, narcotics, or drugs of any kind; or drinking intoxicants or taking in the body of a controlled substance including marijuana or a dangerous drug during working hours; or possessing intoxicants or unlawfully possessing controlled substances, including marijuana, narcotics, or dangerous drugs, on City property or in City vehicles.

## **(3) Violation of the City's Drug and Alcohol Testing Policy and Procedures.**

## **(4) Unsatisfactory Attendance**

Excessive unauthorized absence and or tardiness. Abuse of lunch time or break time. Note: failure to report for duty without contacting the appropriate supervisory authority for two consecutive workdays may be construed as a voluntary resignation. (Next Page)

## **(5) Indifference Toward Work**

Inefficiency, loafing, carelessness, failure to remain at work, performing unauthorized personal business during working hours, abuse of eating and or rest periods, sleeping or being inattentive during working hours, interfering with the work of others, mistreatment of the public or other employees.

## **(6) Violation of Safety Rules**

Smoking in prohibited areas, improper removal of safety guards, fire extinguishers, or other protective equipment, failure to use safety equipment or follow safety rules, or failure to report an on-the-job injury, vehicle accident, or unsafe condition.

## **(7) Misuse of City Equipment or Services**

Using or providing City equipment, credentials, or services for other than official City business, or without proper authority. Careless use of City property resulting in damage.

## **(8) Incompetence**

Inability or unwillingness to perform assigned work satisfactorily.

## **(9) Insubordination.**

Willful failure or refusal to perform assigned work or fully comply with instructions or orders as requested by the supervisor or other members of management.

If the employee believes an instruction or order is improper, he/she should obey the order or instruction and file a written objection afterward. This does not apply to imminently dangerous situations. If the employee believes the instruction or order, if followed, would result in physical injury or damage to City property he/she should request approval by the next higher level of supervision.

(10) Any statutory disqualification which make the individual unfit for a job or a failure to meet and maintain requirements for his/her job description.

(11) Violation of City or departmental administrative rules and regulations.

(12) Political Activities:

City employees shall not actively campaign for or against any candidate for municipal office or publicly advocate or oppose the candidacy of any individual for nomination or election to a municipal office.

### 3.20 EMPLOYEE EVALUATIONS

The Park and Rec. Supt. and the facility managers will randomly evaluate each employee at intervals set forth by the Park and Rec. Supt. Evaluations could come daily, weekly, bi-weekly, or monthly. Employees should realize that you will be constantly evaluated (or judged) by other employees, patrons, onlookers and management regardless of an official evaluation.

### 3.21 SEXUAL DISCRIMINATION/HARASSMENT

It is the policy of the City of Butler that there shall be no sexual discrimination or sexual harassment associated with City employment. Hiring, training, assignments, promotion, etc. shall be based entirely on individual skills and abilities to serve the City's needs. Conduct between employees shall reflect similar standards; there shall be no verbal or physical contact between employees during the workday that relates to sexual differences. This includes requests for dates, etc. anyone who becomes aware of such contact is requested to report it immediately to his/her supervisor. Anyone violating these policies is subject to disciplinary action, including immediate dismissal.

### 3.22 ALCOHOL AND OTHER DRUGS

The City of Butler mandates that the manufacture, distribution, dispensation, possession or use of non-prescribed controlled substances, or the use of alcohol or the unauthorized distribution or sale of alcohol as unlawful and prohibited in the city workplaces. Refer to section 9, part 2 of the Personnel policy of the City of Butler.

All city employees are required to undergo drug screening prior to employment and are subject to random drug screening during employment with the City of Butler.

### 3.23 TOBACCO USE

The Butler Aquatic Center is a tobacco-free environment. Smoking and chewing tobacco by employees and patrons is strictly prohibited in the Butler Aquatic Center, on the grounds, and in city owned vehicles. This includes the Aquatic Centers parking area. Patrons over the age of eighteen may smoke inside personal vehicles but otherwise must be off the facility's property. Tobacco use by employees is strictly prohibited.

### 3.24 KEY CONTROL

Only management will have keys to the facility. Keys may be checked out to non-management to perform scheduled duties outside of regular business hours. Pump house gates should be locked at all times when the pump house is unoccupied. The facility should be completely secured outside of regular open hours. Never give keys to a non-employee.

### 3.25 EMPLOYEE RESIGNATIONS

All employees must be available for the entire seasons work unless having gained prior approval from management. If an unavoidable circumstance prevents completion of job duties, written notice must be given a minimum of 14 calendar days prior to resignation. (In an emergency situation notice should be given as soon as possible.) Failure to do so will result in the employee being ineligible for rehire.

## SECTION 4-GENERAL FACILITY OPERATION

### 4.1 Lifeguard Signals

A lifeguard is required to wear a whistle at all times while on duty. The signals for using the whistle are:

- |                 |   |
|-----------------|---|
| 1 short blast-  | to get attention of a patron                                    |
| 1 long blast-   | to clear the water/let patrons re-enter (safety break, closing) |
| 2 short blasts- | to get the attention of a manager/staff member                  |
| 3 short blasts- | lifeguard is making a rescue                                    |

### 4.2 GUARD CHANGING PROCEDURE

Lifeguards will rotate from station to station. There must not be a break or delay in the supervision of the areas of responsibility during these rotations. The following procedure should be followed for relieving a lifeguard on the stand.

1. The guard coming on duty will walk to the stand with their rescue tube held in the proper position.
2. Upon arrival, the guard coming on duty will position themselves to the right of the stand with his/her eyes on the water.
3. The guard coming off the stand should take off their rescue tube (to insure safe dismount), get down, replace the tube to the proper position, and watch the water.
4. The new guard will mount the stand (remove the tube to insure safe climbing), sit down, replace the tube in the proper position, and watch the water.
5. The guard who just dismounted will not leave the station until he/she is certain the other guard has taken over supervision and has given the "ok".
6. The exiting guard will now proceed to the next station.
7. Guards coming off the last stand in the rotation will:
  - (a) Pick up trash on their way to the guard house.
  - (b) Walk through the appropriate shower room and pick up trash, flush toilets as needed, remove items that do not belong, and watch for suspicious activity.

No one is permitted at guard stations except the on-duty lifeguard. Lifeguard rotations will be set by management and will be adjusted to accommodate for bather load.

### 4.3 ENFORCEMENT OF RULES

An Aquatic staff member's job consists of managing people, controlling their actions, and providing for their health and safety. You must enforce rules, stop horseplay and fights, answer questions, and help provide a healthy and safe environment in which to swim.

#### BE CONSISTENT

Enforce the same rule in the same manner every time.

#### ENFORCE UNIFORMLY

If two different swimmers are violating a rule, both should be stopped. Remember that rules should be fair for everyone using the facility. It also means each guard should enforce like rules in a like manner.

## UNDERSTAND AND EXPLAIN THE RULES

As a lifeguard, you should understand the reason for a rule, and be able to explain it. Try to explain to the swimmer the reason for the rules when you enforce them. Remember that you are correcting not punishing. Enforcing rules helps prevent accidents and injuries. Swimmers who understand why certain actions are unsafe are less likely to repeat them.

The way you correct a patron is important. Compare these two ways:

1. "Sir, you can't bring bottles in here."
2. "I'm sorry, Sir. Bottles are not allowed in the facility by order of the Health Department. Broken glass in the water is almost impossible to find and remove, thus resulting in a shutdown of the facility." Obviously, you may not always have time to give reasons, but do so whenever possible.

## REMEMBER WHERE RULES ARE POSTED

It is a good idea to remind swimmers where the rules are posted. The posted rules are backup authority for you.

## POSITIVE APPROACH

When making corrections, instead of saying "no running" say "walk please, you might fall and hurt yourself". Do not act like a drill sergeant! Patrons visit our facility for fun and enjoyment. We want them to be safe, but also enjoy themselves.

## REFER PROBLEMS TO THE MANAGER

When any patron argues with you about a rule or refuses to cooperate, do not hesitate to pass the problem on to the Manager. A part of his/her job is to help with rule enforcement. Either refer the problem to the Manager when you get off the stand or if it deserves immediate action blow two whistles.

Enforcement of rules should be firm but courteous. When infractions occur, the individual should be warned and explained the health/safety rationale behind the rule. You may suggest the patron read the posted rules to help reinforce learning. After a warning has been given to the patron, other infractions should be corrected in the following manner: (infractions by adults should be referred to management)

|                         |   |
|-------------------------|---|
| 1 <sup>st</sup> offense | sit out five minutes                                      |
| 2 <sup>nd</sup> offense | sit out ten minutes                                       |
| 3 <sup>rd</sup> offense | Management has the right to evict them from the facility. |

Any offense after the 2<sup>nd</sup> the patron should be immediately directed to the manager for dismissal or alternative action. Lifeguards are not allowed to dismiss patrons!

The lifeguard(s) involved must fill out the proper paperwork explaining the situation. The manager will inform the patron's parent/guardian and juvenile authorities (if applicable).

There are situations that call for immediate action by a manager. Such actions include but are not limited to: flagrant violation of rules, fighting, pulling down someone's suit, stealing, refusal to sit out/do as they're asked, showing disrespect to staff and foul or abusive language. Management holds the right to evict patrons after any offense for any amount of time deemed appropriate.

Any potentially violent patrons should be turned over to the appropriate authorities by calling the police non-emergency phone number 679-6131

#### 4.4 PRIVATE PARTY

Private parties may be scheduled after regular facility hours and shall not conflict with other pool activities such as (swim team, training, etc.).

There shall be one lifeguard to every ten patrons with a minimum of three lifeguards per party. If the lazy river is to be part of the private party, it will require two additional guards. (The lazy river is not to be rented by itself but as an addition to the main pool).

The facility can be rented for a maximum of 2 hours, NO EXCEPTIONS. The concession stand may be rented for an additional \$30.00 if the renter would like it to be open. The \$30.00 fee must be paid in advance of the party date to allow for scheduling employees and planning inventory of our food items. Party patrons may bring food and drink but it must be kept in the concession area. NO ALCOHOL ALLOWED!

Guards shall enforce all facility rules and procedures during the private party. Party patrons are expected to clean up/pick up the facility upon completion of the party and guards will enforce this.

Guards are not allowed to "join" the party while they are guarding...no swimming, talking on the stand, etc.

The cost shall be a \$200.00 base fee plus \$15.00 per guard. With a minimum requirement of three guards, the minimum cost would be \$245.00 for one hour and \$290.00 for two hours. If the lazy river were desired as an add-on it has a base fee of \$50.00 plus \$15.00 per guard per hour with a minimum of two guards required.

#### 4.5 DAY CARE POLICY

Facility use by day care providers is encouraged however their use requires certain policies to protect the safety and welfare of all patrons. These policies are designed to alleviate pool congestion, insure safety, and assist the staff in providing improved service to the public. This policy applies to all patrons who are responsible for a minimum of 3 children under the age of 8 and are not either the children's parent or legal guardian. Day care providers must be at least 14 years of age.

**Admission Fees:** Day care providers and the children pay regular admission prices.

**Supervision of Children:** Day care providers are to provide 1 adult per every 6 children during their visit. Day care providers must supervise their children during their visit including when in the restrooms, on the deck, or in water.  
**Staff Identification:** Day care providers are required to wear an identification badge or tag visible to the pool staff at all times. The badge or tag shall have the supervisors name and the names of everyone under their supervision.

**Contact Person:** Day care providers shall provide the name, address, and phone number of the day care center or parents of each child to the front desk on each visit for use in an emergency situation.

**NOTE:** The identification badge information should be included with the contact person information when dropped off at the front desk.

#### 4.6 FACILITY RULES

1. No one allowed when lifeguards are not on duty.
2. Only paying patrons are allowed inside the gate.
3. All swimmers must wear a swimsuit.
4. No cutoff jeans.
5. Clean, white t-shirts only to be worn for protection from the sun.
6. Anyone under age 8 must be accompanied by a paying person of at least age 14.

7. No one admitted with open wounds, rashes, infectious, or communicable diseases.
  8. No one under the influence of drugs or alcohol will be admitted.
  9. No food or drink may be brought into the facility. (Unless approved by management i.e. birthday cake).
  10. Sunbathers may have water in plastic containers on the deck. (no other food or drink).
  11. No glass is permitted on the grounds.
  12. No smoking is permitted on the grounds.
  13. Parents are expected to supervise their children and assist in enforcing the policies for the safety and enjoyment of all patrons.
  14. No running.
  15. No horseplay or excessive splashing.
  16. No playing in the shower rooms.
  17. Not responsible for lost, stolen, or misplaced items.
  18. No alcoholic beverages of any kind are allowed on the grounds.
  19. No children are allowed to wear personal flotation devices (lifejackets, swim rings, armies, etc.).
  20. All persons prone to difficulty controlling their bowels must wear plastic pants with elastic leg and waist openings or a swim diaper in the pool.
  21. Staff has the right to limit the size and type of swim items brought into the facility.
  22. No lounges, chairs, etc. are to be brought into the facility.
  23. Staff has the right to deny the use of unsafe toys. Toy safety is determined by staff.
- Failure to observe these safety precautions may result in dismissal from the facility.

#### 4.7 DIVING RULES

1. Diving is limited to the diving boards only. No diving from the edge of the pool.
2. Only one person allowed on diving board at a time. Wait at the bottom of the steps.
3. Only one bounce on the board.
4. Go straight off the end of the board and swim to designated ladder and exit.
5. Swimming under the safety rope is allowed only after use of the high dive.
6. Wait until previous diver has cleared the area and reached the exit ladder.
7. No entering the diving well from the edge of the pool.

8. No swimming into the diving well from under the safety rope.
9. No sitting around the diving well edge.
10. Back dives and somersaults allowed from the low diving board only.
11. No backward entry from the high dive.
12. All dives must be made from a standing position. No sitting on the boards.
13. NO CUT-AWAYS OR GAINERS.
14. Do not obstruct the lifeguards view by getting them wet while on the stand.
15. No wearing goggles fins, etc. while diving.
16. No catching children.
17. Only those patrons who can swim unassisted may use the boards.
18. No wearing lifejackets or other flotation devices while on the boards.
19. No one allowed in the deep end except those going off the boards.
20. Obey lifeguards at all times.
21. Staff may stop anyone from performing a dive that appears too dangerous.
22. Staff may discontinue use of the boards at any time for safety reasons.

#### **4.8 SLIDE RULES**

1. Minimum user age is 6 years old.
2. The minimum height is 44 inches.
3. Maximum user weight is 280 pounds.
4. Only patrons who can swim unassisted may use the slide.
5. One person on the slide at a time, the next person must wait for guard's permission.
6. Feet first only.
7. No catching children.
8. No sitting around the edge of the slide area.
9. No one allowed in the plunge pit while the slides are in use.
10. No swimming into the slide area under the safety rope.
11. Exit at the designated ladder.
12. Wait until the previous slider has cleared the area and reached the ladder.

13. No stopping, kneeling, or rolling over in the flume.
14. No jewelry, eyeglasses, belts, shoes, or hats permitted.
15. No wearing goggles, fins, sunglasses etc. on the slide.
16. No wearing lifejackets or other flotation devices while on the slide.
17. Obey lifeguard and slide attendant at all times.
18. Management has the right to suspend use of the slides at any time.

#### 4.9 LAZY RIVER RULES

1. Maximum pool depth is 3 feet 2 inches no diving allowed.
2. No one allowed in the lazy river area without a lifeguard on duty.
3. Only the tubes provided may be used in the lazy river area.
4. You must float in a tube to use the lazy river area.
5. Exit and enter from the stairs only.
6. Floaters under 48 inches are prohibited from using the lazy river unless accompanied by an adult in a ratio of one adult per one child.
7. Always use caution and follow staff directives when using the lazy river facility.
8. No stopping, grabbing the sides or other tubes.
9. No horseplay, flipping, or stacking of tubes.
10. Return tubes to the tube pen when finished.
11. No abuse of the tubes will be tolerated and may result in dismissal.
12. Staff may close the lazy river area when deemed necessary by management.

#### 4.10 ZERO ENTRY AREA

1. Older children will be sharing this area with toddlers. Rough play will not be tolerated around small children. This should be stopped immediately.
2. No one under 6 years of age allowed in the zero depth area without a parent or guardian. **THIS MUST BE ENFORCED.**
3. No running, pushing, or rough play allowed in the zero entry area.
4. No abuse of equipment and water features in zero depth area will be allowed.
5. The 10-minute safety break applies to the zero entry area also.

#### 4.11 FLOTATION DEVICES

The use and safety of flotation devices is a long debated aquatics issue. Although they appear to offer fun and enjoyment, many accidents and drowning have been attributed to the use of these devices. Many facilities have completely banned the use of flotation devices with the safety of the public in mind. The Butler Aquatic Center does not allow flotation devices.

NOTE: The use of some flotation devices is allowed on specific "Float Nights". See special event calendars for specific dates and times if applicable.

1. THESE ARE ONLY ALLOWED WHEN THE SUPERVISING ADULT IS IN THE WATER WITH THE CHILD. AT NO TIME WILL ANYONE WEARING ANY DEVICE BE ALLOWED TO USE THE SLIDE OR DIVING BOARDS EVEN IF ACCOMPANIED BY A PARENT.

2. The management retains the right to restrict or prohibit the type or use of a particular flotation device.

#### 4.12 LAWN CHAIRS AND LOUNGES

Patrons are not allowed to bring their own chairs and lounges into the facility. The facility has chairs and lounges available on a first come first serve basis for patron use. Managers have the authority to limit where furniture is allowed on the deck.

#### 4.13 SAFETY BREAKS

A 10 Minute safety break will be called every hour after opening time. Adults 18 and over may continue to swim during this time. No patrons under the age of 18 are allowed in the pools during the safety break (staff excluded). One lifeguard (more if needed) will remain on the stand during this time. Lifeguards may get in the pool at this time.

#### 4.14 SWIM TESTING

If a lifeguard is uncertain of a swimmer's ability, the swimmer should be asked to take a swim test if he/she wants to swim in the deep area, or use the diving boards or slides.

1. Ask the swimmer to report to a lifeguard off the stand or the Manager.
2. Staff will escort the swimmer to the shallow side of the safety rope.
3. Explain to the swimmer that they should swim on the shallow side of the rope and that if he/she gets tired to grab onto the rope until assistance can get them.
4. The swimmer must be able to swim the width of the pool without trouble.
5. The guard performing the test will evaluate the swimmer's ability and restrict the swimmer to the shallow end if needed. Report test results to the other guards.

#### 4.15 LEAVING FACILITY

Facility admission is for one single entrance. If a patron leaves the facility, they must pay again to re-enter. The only exception is if the patron steps outside for a few minutes to smoke (in designated area). They must check with the cashier and be stamped, and return shortly. No one under 18 years old is allowed out to smoke.

#### 4.16 SWIMMING PASS MEMBERSHIP

1. Membership fees are due at the time of registration.
2. Age is determined at the time of purchase.
3. Only the person listed on the membership may use the pass.
4. Individual memberships may not be shared/split.

5. Punch cards will be available again this season.
6. No babysitter pass add-ons will be allowed.

Season passes are not to be abused by excessive coming and going in one day. Season pass holders are limited to 2 entries per day and must sign in each time they enter. Upon the 3<sup>rd</sup> entry they are required to pay the regular day's admission fee. Management reserves the right to revoke any membership.

#### 4.17 LOST, STOLEN, OR MISPLACED ITEMS

All articles found in or around the facility will be turned in and placed in the lost and found. At the end of each month the items will be collected and removed. If the items are not claimed, they become the property of the City of Butler. All patrons are reminded that the facility is not responsible for their personal items. Therefore, employees will not hold, watch, or make themselves responsible for anyone else's personal property.

### SECTION 5 EMERGENCY PROCEDURES

#### 5.1 PREVENTION

All employees are expected to be alert for safety hazards and unsafe conditions and correct them immediately or report them to the immediate supervisor to be repaired. Employees are responsible for implementation of job assignments in the safest manner possible. Before beginning a job, think about the safest way to get the job done and watch out for the other guy. **THINK SAFETY FIRST!**

A lifeguard's efficiency is not based upon how many rescues he/she makes, but on the limited number of emergencies occurring in his/her area of responsibility. Prevention of accidents through knowledge of lifesaving, recognition of hazards, proper use of equipment and realization of responsibility is the primary goal of a skilled lifeguard.

#### 5.2 EMERGENCY ACTION PLAN

In the event of an emergency at the facility, the following procedure should be followed.

1. Inform other guards of an emergency by blowing three short blasts on your whistle. Then provide the appropriate rescue.
2. All guards not directly involved in the rescue will STAND UP, blow one long blast to clear the pool, and continue to survey their area and the attending guard's area. Guards will remain standing until the rescue guard returns to the stand or is relieved by another guard.
3. The guard who discovered the problem will perform the rescue with assistance if necessary.
4. First aid will start as soon as possible.
5. The manager will assess the situation and decide if EMS is required.
6. If EMS is required, the manager or designated person will phone 911.
  - A. Identify yourself and tell the dispatcher you are an employee of the Butler Aquatic Center
  - B. Tell the dispatcher the location you are calling from and the phone number.
  - C. Describe the nature of the injury or illness (heart attack, seizure, head injury, drowning, choking, etc.) Always treat every injury or illness as "worst possible".

7. If EMS is summoned, the guards will clear the deck in an orderly fashion. Patrons will be directed to the concession area or the parking lot. Management may ask patrons to leave the facility and the admission clerk will give each patron a day pass.

8. Management will assign a staff member to open any gates for emergency personnel and direct them to the person in need.

9. The Parks and Recreation Superintendent will be notified.

10. The admissions clerk will prevent any more patrons or media personnel from entering the facility. During a crisis, only emergency crews and City officials will be admitted to the facility until management gives the "all clear".

11. NO PERSONNEL WILL MAKE ANY COMMENT TO THE PRESS AT ANY TIME ABOUT THE SITUATION

12. The manager will contact the injured person's parents or family. Be polite, calm, and assure them that the injured is receiving the best care. Inform them of the actions taken. Refer additional questions to the Parks and Recreation Superintendent.

13. Management should get names, addresses, and phone numbers of any witnesses.

14. Management and staff involved in the rescue should complete an accident report.

### 5.3 STAFF INJURIES

If an employee is injured while working, the same procedure should be followed, except an employee injury form should be completed instead of an accident report. Notify the facility manager immediately followed by the Parks and Recreation Superintendent.

### 5.4 MISSING PERSON

1. If a person is reported missing from the facility, immediate action must be taken.
2. The staff member notified must immediately alert management.
3. Management will coordinate search efforts.
4. Management will search the shower room or designate someone to do so.
5. Remember that every second counts.
6. All lifeguards will be notified of the missing person and a safety break will be called.
7. If the person is not found around the premises, management will notify the police.

### 5.5 FIGHTS/DISORDERLY CONDUCT

A lifeguard's first duty is drowning prevention. At no time is this duty to be compromised by leaving the guard stand to attend to a disorderly patron.

1. The staff member who notices the situation should blow two whistles to gain management's attention.
2. Depending on the situation, clear the area so that the public is not further Endangered.

3. Without risking injury management should try to obtain identification of the person or persons involved.
4. If the person refuses to identify themselves, acquire the following identification: sex, race, height, weight, hair color, type of clothing, scars, or special characteristics.
5. No attempt should be made to physically detain the person or persons. Management should contact the Police Department at any point they deem it to be necessary.
6. Management should complete an incident report.

## 5.6 SPECIAL EMERGENCIES

### Vandalism, Theft, or Damage

In the event of vandalism to the pool or on park property, thefts, or motorized vehicles in the parks lawn contact management who will advise whether or not to contact police. If evidence of trespassing is noticed upon arrival to the facility notify the Parks and Recreation Superintendent immediately. In any situation complete the appropriate forms.

### Defecation/Vomit-Bio Hazard Emergencies

In accordance with the Bates County Health Department, the Butler Aquatic Center will abide by state pool standards and regulations when dealing with defecation and or vomit.

1. The staff member who notices the situation first should clear the area with one long whistle blast. Other guards are to keep patrons away from the scene. Notify manager.
  2. While wearing appropriate biohazard personal protection gear, staff should clear away remaining material, disposing of it in biohazard waste bags.
  3. The immediately affected area shall be "spot super chlorinated" by adding any form of chlorine directly to the area so as to assist in more rapidly disinfecting and oxidizing contaminants.
  4. The body of water should be super chlorinated as well; a minimum level of 10 times the residual level. (example: if the residual free chlorine level is 1.5ppm, then the residual should be boosted to 15ppm).
  5. The Manager will take a chemical reading or designate a staff member to do so. If the readings are in range; the Manager will allow patrons to re-enter the water a minimum of 30 minutes after spot chlorinating takes place.
  6. If known, the perpetrator's name and address shall be discreetly collected in the case that the Department of Health requires medical tests.
- \* The Park & Rec. Supt. Must be notified if the substance cannot be contained or if the chemicals are not in range. The facility will close for super chlorinating. If it is early enough in the day, patrons will be given a day pass for another day.

## SECTION 6

### WEATHER CONDITIONS

#### 6.1 INCLEMENT WEATHER

Weather conditions at outdoor facilities are directly related to the safety of the bathers. Rain or other unfavorable conditions may alter the regular operating schedule. Management may determine that the facility will not open or may close early due to inclement weather.

## **6.2 WHEN TO CLEAR THE WATER**

The water and the deck will be cleared in the event of:

1. Lightning or thunder
2. Emergency warning siren sounds
3. Tornado warning or sighting
4. Heavy rain or winds obscure visibility

## **6.3 METHOD OF CLEARING THE WATER**

Clear the water using one long whistle blast. Staff will stand up and remain on the stand until every patron is out of the water. Ask patrons to move orderly to designated shelter.

## **6.4 SHELTER**

All patrons must come inside the guardhouse. No patron is allowed outside for any reason. All patrons will be escorted to the shower rooms in the event of severe weather. Patrons are to be kept away from windows. In the event of a possible tornado, patrons will be asked to sit near inside walls (away from windows) and cover with personal beach towels to help minimize injuries from flying debris.

Guards will maintain a calm and orderly atmosphere. No child will be allowed to leave the facility without permission from a parent or adult sponsor.

Get inside a building.

Stay away from metal pipes, metal railings, wire fence, or any metal object.

Avoid using the phone, except in an emergency.

Do not use the showers.

Do not stand in structures that are in open areas.

Staff and patrons will not go out on the deck to retrieve items.

## **6.5 GUARD DUTIES DURING INCLEMENT WEATHER**

Guards will be assigned by the manager to monitor the facility and patrons. Guards will be stationed in the shower rooms and entrance area to keep patrons calm and orderly. Safety instructions are to be given to the patrons.

## **6.6 RE-ENTRY**

Patrons will be allowed to re-enter the water under the following circumstances:

1. No sign of lightning or thunder for at least 15 minutes.
2. Official notification that the tornado warning has expired (from city officials or the local radio station).
3. Visibility is restored.

The manager will give the "all clear" to allow guards to mount the stand and patrons to re-enter.

## 6.7 CLOSING THE FACILITY

If unable to return to the water within one hour, the facility will be closed. Staff will allow children to phone for rides (free of charge). Staff will remain on duty until every patron has left.

**At no time will children be left unattended at the facility!!!!!!!**

1. A sign will be posted at the entrance.
2. Notify City Hall and the local radio station

"This is (your name) from the Butler Aquatic Center. I'm calling with an announcement concerning the facility. Would you announce this please? The pool is currently closed due to inclement weather. We will attempt to reopen—(today at 3:00/tomorrow). Thank you".

3. Leave a message on the pool's answering machine.

"The pool is currently closed due to inclement weather. We will attempt to reopen the facility —(today at 3:00/tomorrow). Thank you. Remember to change the message back once the pool opens again.

## 6.8 REFUNDS

In the event of an early closure any patron still present at the facility who can produce their receipt showing less than (3) hours of facility usage for that day will be eligible to receive a pass good for (1) admission on another day. Closing/eligibility time will be determined by management. If a patron has already received 3 hours use of the facility, they will not receive the pass good for one admission. NO MONETARY REFUNDS ARE GIVEN.

## 6.9 INCLEMENT WEATHER PRIOR TO INITIAL DAILY OPENING

The facility may not open if any of the above conditions exist or if air temperature is 69 degrees or below. Regardless of weather conditions, employees should arrive to work at their scheduled time for assignments of other tasks. If the facility is unable to open at the scheduled time, it may open later in the day. The decision will be made on the 3:00 hour.

1. A sign will be posted at the entrance.
2. Notify City Hall and the local radio station

"This is (your name) from the Butler City Pool. I'm calling with an announcement concerning the facility. Would you please announce this? The pool is currently closed due to inclement weather. We will attempt to open—(today at 3:00/tomorrow). Thank you.

3. A message left on the pool's answering machine.

The pool is currently closed due to inclement weather. We will attempt to reopen the facility —(today at 3:00/tomorrow). Thank you. Remember to change the message back once the pool opens again.

## ONLY MANAGEMENT MAY CLOSE THE FACILITY—NOTIFY PROPER CONTACTS

## 6.10 HEAT CONDITIONS

Heat conditions should be closely monitored. High temperatures cause more people to be in the water resulting in overcrowding. Lifeguards should attempt to disperse crowds if this happens. Sunburn, heatstroke, and heat exhaustion more commonly occur to patrons who stay out of the water. Staff should periodically check patron in and around the water for these possibilities. Pool personnel should also take precaution to guard against these conditions.

## SECTION 7 ATTENDANCE AND ADMISSION

### 7.1 ATTENDANCE POLICY

The facility is subject to early closing due to low attendance. In the event that attendance is below 10 patrons for a minimum of one hour, the facility will close. A pass good for one admission will be issued if this occurs prior to the patron having already spent 3 hours in the facility that day.

### 7.2 FACILITY HOURS

Normal operating hours are as follows:

|               |   |
|---------------|---|
| 12:00-6:00    | Daily open swim   |
| 6:00-7:00     | Daily lap swim and private lessons                            |
| See Schedule  | Water workout ages 18 and up June and July                    |
| Pool Parties  | Sun, Tues, Fri, Sat. 7:30-9:30 P.M.                           |
| Swim Team use | Mon, Wed, Thurs. 7:30-9:30 P.M. and Tues, Fri. 7:00-8:30 A.M. |

**THE PRECEDING SCHEDULE IS SUBJECT TO CHANGE AS NEEDED.**

### 7.3 FACILITY ADMISSIONS

The facility fees for one-time admission are as follows:

|                                    |          |
|------------------------------------|----------|
| Age 7 and under                    | \$ 2.00  |
| Age 66 and over                    | Free     |
| Age 8 to 65                        | \$ 4.00  |
| 6:00 pm lap swim                   | \$ 2.00  |
| 11:00 am to 11:45 am water workout | \$ 2.00  |
| A 10 punch card                    | \$ 35.00 |

### 7.4 SEASON PASSES

|  |           |
|--|-----------|
| Individual season pass (under 7 years) | \$ 35.00  |
| Individual season pass (8 to 65 years) | \$ 70.00  |
| Family season pass                     | \$ 100.00 |

This pass is for 1 person and they may add up to 4 additional people for \$40.00 per person.  
Following is the total price broke down per person on the pass.

|                              |          |
|------------------------------|----------|
| First person                 | \$100.00 |
| Two people                   | \$140.00 |
| Three people                 | \$180.00 |
| Four people                  | \$220.00 |
| With a Fifth and last person | \$260.00 |

|  |          |
|--|----------|
| Individual <u>senior</u> season pass for people age 55 to 65 | \$ 60.00 |
|--|----------|

There is no discount for purchasing more than one pass. It makes no difference when the pass/passes are purchased. All passes sell for the dollar amount listed above. Anyone found to have distributed a pass or passes, or allowed a daily admission for less than the listed dollar amount will face disciplinary action to the fullest extent allowed including possible legal action. If questions arise regarding this policy management should offer an explanation. If necessary, contact the Parks and Rec. Supt.

## **SECTION 8 - PRIVATE SWIM LESSONS**

Private lessons may be conducted by certified lifeguards employed by, and in good standing with, the Butler Aquatic Center. Lessons must be paid for and scheduled in advance through the admissions office. The fee to the student is \$100.00 PAYABLE TO THE BUTLER AQUATIC CENTER with the instructor receiving \$75.00 of that fee. The fee includes up to ten (10) hours of Aquatic Center usage. Any class exceeding ten (10) hours will require another \$100.00 fee. If an instructor has a second student in the same class, the instructor may retain the entire fee for the second student. Classes should never exceed two (2) students unless approved in writing by the Parks and Recreation Superintendent or his/her superiors. Lessons are to be conducted during the 6:00 pm to 7:00 pm hours while other guards are on duty unless otherwise approved in writing by the Parks and Recreation Superintendent or his/her superiors. If another time is approved the instructor will be responsible for having a second certified lifeguard employed with the Butler Aquatic Center to be present for the entire duration of the class from arrival to departure at their own expense.

**AT NO TIME SHOULD ANYONE CONDUCT LESSONS, ENTER THE WATER, OR HAVE SWIM STUDENTS ON PROPERTY WITHOUT ANOTHER GUARD PRESENT.**

Chain of Command:

City Council

Mayor

City Administrator

Public Works Director

Park and Rec. Supt.

Facility Manager

Assistant Manager

Head Lifeguard

Lifeguard

**THIS POLICY MAY BE ALTERED BY THE CITY ADMINISTRATOR OR THE P&R SUPT.**

