

Wildewood
Community
Pool
Lifeguard
Manual
2024

Revised 2024

Wildewood Community Pool

Congratulations! You have been selected from a large group of qualified applicants to serve as a member of the Wildewood Community Pool Staff. Your commitment to excellence will have a great impact on the quality of life for people living in Wildewood.

Summertime in Wildewood is special because of the efforts of people like you. We are delighted to welcome you into the Wildewood Community Pool family and wish you the best of luck.

Why This Manual?

The purpose of this manual is to give you a brief orientation to the Wildewood Community Pool and its policies. It is intended to make your job easier and to present all Wildewood Community Pool staff members with consistent guidelines regarding emergency procedures and personnel policies. It is essential that all staff members realize that his or her major duty during all working hours is to ensure **the safety and protection of life for each patron using the Wildewood Community Pool.**

Community Relations

Along with safety, serving members and guests is the most important aspect of your job. The Wildewood Community Pool is committed to providing the best service to its members that is humanly possible. It is your responsibility to develop and maintain favorable relations with each and every pool member, the general public, and fellow staff members.

Duties

As lifeguards at the Wildewood Community Pool you will be required to perform specific duties assigned by the Pool Manager and Assistant Manager. These duties generally fall into the following categories:

1. General professionalism
2. Safety of Pool Members and Guests
3. Maintenance and cleanliness of the Pool Area
4. Administrative duties

Each area will be explained in detail in this manual.

1. General Professionalism

Personal Appearance

Personal appearance is a very important part of your job. Your appearance and the way you present yourself have a tremendous impact on the way people perceive you and the Wildewood Community Pool. A professional appearance reflects positively not only on yourself, but also on the Wildewood Community Pool as a whole.

Uniforms have been provided for you, and must be worn at all times. Uniforms may not be altered in any way. You must wear the Wildewood Community Pool's uniform. Uniforms from other pools may not be worn while working at the pool. Failure to wear the proper uniform is grounds for disciplinary action. If using the pools when not working, do not wear your uniform. Additional uniforms may be bought at cost.

Telephone Etiquette

The telephone at the Wildewood Community Pool is for business purposes only. When conducting telephone business you must be courteous and professional, try to be brief and to the point. Your voice, tone, enthusiasm, and professionalism help project the pool's image. Personal calls are allowed, but remember the phone is primarily for emergencies and to relay pool schedules and information. Excessive use of the telephone will result in disciplinary action.

Cell Phones

Cell phones may not be used while you are in the lifeguard stands. Lifeguards also may not use cell phones during their working breaks. Calls may only be made when a lifeguard is on their break and will be kept to a minimum. Excessive cell phone use during working hours will result in disciplinary action.

Visitors

Staff members may not receive visitors while they are in the lifeguard stands. Lifeguards also may not receive visitors during their working breaks. Visitors may only be received when a lifeguard is on their break and will be kept to a minimum. Breach of this policy will result in disciplinary action.

Use of the Facility

As a pool staff member you can use the Wildewood Community Pool free of charge while off duty. You may bring guests to the pool following the current guest policy.

After Hours Use of the Pool

Staff members are prohibited from using the pools before and after normal operating hours. Anyone caught in violation of this rule will be subject to suspension and/or termination.

Alcohol/Drugs

The consumption of alcohol by anyone in the pool area is prohibited. Wildewood Community Pool staff members will be subject to disciplinary action up to and including dismissal for bringing illegal, non-prescribed drugs and narcotics or alcoholic beverages to work; being under the influence of such substances while working; using them while working; or distributing, illegally manufacturing, or selling them on Wildewood Community Pool premises or work sites.

Tardiness & Substitutions

Lateness for whatever reason is inexcusable; lateness in relieving a lifeguard endangers the lives of those in the pool. If you are going to be late for work for some unavoidable reason, it is your responsibility to call the pool manager or assistants. Excessive tardiness will result in your suspension, or termination. In the event that you are unable to work your scheduled shift you are responsible for finding a substitute and notifying the manager of the change. The substitute lifeguard must be a member of the Wildewood Community Pool Staff. Do not wait until the last minute!

Requests for prolonged absences due to vacations, sports camps, etc., must be presented to the manager two weeks prior to the absence. Request forms may be obtained from the management. The management has the right to deny any request if this procedure is not followed.

2. Safety of Pool Members and Guests

Safety

Preventative measures and constant vigilance will reduce the likelihood of all accidents. If a major accident does occur, follow the guidelines of the Emergency Action Plan. The Emergency Action Plan has a specific procedure to follow in the event of any emergency.

Posted Pool Rules

The following rules are posted and are the official rules of the Wildewood Community Pool:

All Persons Using the Pool Do So at Their Own Risk and Responsibility

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1. The manager has complete and final authority at the pool. He/she has the authorization to temporarily deprive any member or guest of the use of the facility.
2. For admission to the pool area, children under 12 years of age must be accompanied by a responsible supervisor of 16 years of age or older. Children 12 to 15 years of age must be able to pass the Safety First test administered by the pool staff in order to be permitted to use the pools without a responsible supervisor present. The test includes a 25 yard swim followed by 30 seconds of treading water.
3. Members will be held responsible for the actions of their guests. Members are responsible for making the rules of the pool known to their guest. Any property damage caused by a member's guest will be charged to the pool member.
4. Management will not be responsible for loss of, or damage to, personal property of any kind.
5. The pool may be closed at any time because of weather, operational difficulties, or other conditions at the discretion of the management.
6. The baby pool is limited to use of children ages 6 years old or younger, and only under responsible supervision. Children in cloth or disposable diapers must wear proper cloth or paper swim diapers. Babies or toddlers will not be allowed in the pool without appropriate diapers. No disposable diapers, not designed for water application are allowed in the pool.
7. Every hour on the quarter of the hour, there will be a 10 - 15 minute safety check break. At this time, all patrons will be required to clear the swimming pools.
8. Running, pushing, wrestling, dunking, splashing, or causing undue disturbances in or about the pool area will not be tolerated.
9. With the exception of the diving board or racing blocks used during swim meets, diving is not permitted in any pool other than the new competition pool.
10. Absolutely no inner tubes, inflatables, or play equipment may be used in any pool. All flotation devices must be Coast Guard Approved. Puddle jumpers, life jackets, etc. No bubbles or inflatable flotation devices.
11. Skates, skateboards, bicycles, and other wheeled recreational items with the exception of children's wagons and strollers are not permitted in the pool area.
12. Only United States Coast Guard approved life preservers may be used in the lap and recreation pools when used in the prescribed manner.
13. Proper swimming attire is required. Cut off shorts and thong bathing suits are not allowed. Plain, non-offensive t-shirts may be worn for medical reasons or special circumstances.
14. All bathers must shower before entering the pool. Sun bathers should shower before each entrance into the water in order to rinse off perspiration, lotions, oils, etc.
15. Admission shall be refused to all persons having infectious diseases, inflamed eyes, colds, nasal or ear discharges, or any communicable diseases of any kind. Persons with excessive sunburns or open sores will not be permitted to use the pools.
16. No abusive or profane language or breach of the peace will be tolerated and will result in the termination of pool privileges.
17. Alcoholic beverages or persons under the influence of alcohol will not be permitted in the pool or on its grounds.
18. All food must be consumed in the designated area. No glass containers of any kind will be permitted.
19. There is to be no smoking inside the pool complex.
20. No amplified music or radios with external speakers will be allowed.
21. No dogs, cats, or other pets will be allowed within the pool complex.

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22. Members agree to abide by Community Pool Rules and to accept full responsibility for the actions of their children and guests. Management will not be responsible for lost or stolen articles.
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Diving Board Rules

1. Only one person is allowed on the diving apparatus (including ladder) at a time.
2. A diver must wait until the preceding diver has surfaced and reached the ladder.
3. Divers must dive straight from the front end of the board.
4. Divers may not spring more than once on the board.
5. Upon surfacing, immediately swim to the nearest ladder. Do not swim under the board at any time.
6. No general swimming is permitted in the diving area, unless, the diving boards are closed by staff.
7. Swimmers under 15 years old must pass the swim test to use the diving board.
8. Diving board users must be able to swim to the ladder unassisted. Staff reserves the right to administer a swim test to anyone who is not demonstrating swimming proficiently.
9. The starting blocks are only for use during swim practice, under the supervision of a coach.

Deep Water Rules

1. Open swim in the deep end will only be permitted when the diving board is closed.
2. Swimmers under 15 years old must pass the swim test to swim in the deep end.
3. The starting blocks are only for use during swim practice, under the supervision of a coach.

Other Pool Rules

1. At times during the day, there will be a lap lane set up for the members. Anyone who is not swimming laps should not be swimming in the lap lane.
2. When children are playing water polo, no one should stand or sit inside the goals.
3. The diving blocks should not be used during regular swimming hours.
4. There is no dunking permitted on the basketball hoop.
5. Children are not permitted to swim under the dolphin or fish.
6. Only five children are allowed on the animals at one time.
7. No one is permitted to tip the animals over.
8. Older children may not run through the leisure pool when smaller children are present.
9. Patrons may not remove skimmer covers for any reason.
10. Children wearing any kind of diaper must wear a pool appropriate diaper.

Lifeguard Fitness Requirements

The safety of the members and guests at the Wildewood Community Pool partly depends on your ability to reach a victim quickly and to rescue them effectively. Lifeguards should be able to complete the following test at the beginning of the summer:

- 200 yard freestyle swim in 3:45 or less
- 500 yard freestyle swim in 10:00 or less
- 25 yard sprint freestyle w/ jump start in :20 or less
- 50 yard sprint freestyle in :36 or less

During the course of the summer, lifeguards will be required to swim at least 1600 yards a week. The manager will keep a weekly progress log of your laps. Lifeguards **must** complete the required swimming during their free time. Lifeguards who regularly swim on the Wildewood Swim Team will not be required to swim the weekly yardage amount.

In-Service Training

Rescue skills are vital to the safety of the members and guest of the Wildewood Community Pool. Lifeguards are required to attend a week of training at the beginning of the summer. This training will review all skills that are needed to be an effective lifeguard at the Wildewood Community Pool. In addition to this training, lifeguards are required to attend weekly in-services held by the pool manager. These training sessions are **mandatory** and must be attended by all lifeguards.

Discipline Policy for Members and Guests

- 1) Rules and regulations are posted where everyone can see them. Point them out to swimmers and interpret them so there is no misunderstanding. A file will be kept at the pool containing documentation about any serious discipline problems. Data is helpful when dealing with parents.
- 2) The discipline policy must be maintained at all times; follow up on what you say.
- 3) Discipline should be administered in the best interests of all participants. Be fair.
- 4) A firm, but friendly approach is most effective. Be positive.
- 5) Know and explain the rules when you are correcting them. Remember that you are correcting, not punishing.
- 6) **Be consistent.** This means enforcing the same rule, in the same way, every time.
- 7) Enforce the rules uniformly. This means that if two swimmers are violating a rule, both should be stopped. Remember that rules should be fair for everyone using the pool.
- 8) Don't hesitate to refer problems to the Manager.

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Lifeguarding: Perfecting Your Skills

- 1) Always guard from the chair unless you are the roaming lifeguard. - An extra guard may be put to use when large groups are in the pools. *There will be no roaming between pools. There will be at least one guard present at every open pool at all times.
- 2) As a “rule of thumb” there should be one guard for every 25 people in the pool.
- 3) Avoid yelling; call the swimmer over to the stand whenever possible, but if yelling is necessary, be brief and polite. Wordiness is not a virtue when shouting long distance.
- 4) Use your eyes well. Learn to scan the pool for heads, splashes, legs, etc. Keep your eyes moving; don’t linger on any one particular spot for more than a second. Remember the 10/20 rule. Your area needs to be scanned every ten seconds. You need to be able to spot the victim in ten seconds and make contact within the next 20 seconds.
- 5) Keep your instructions short, and to the point. Remember to keep your eyes on the pool.
- 6) Understand the rules and be able to explain them. If unsure, ask the manager.
- 7) Practice safely jumping down from the chair and maintaining eye contact with the victim.
- 8) Inspect safety equipment (rescue tubes, backboard, pocket mask, first aid kit, etc.) And make sure that is serviceable and ready to go.
- 9) Do not tolerate false cries for help.
- 10) Be mentally prepared to make a rescue by reviewing situations in your mind and the correct response to those situations.

Emergency Action Plan

Incident/Injury Reports

An incident report must be filled out for all injuries. Lifeguards should fill out the forms with the help of the on duty manager. Injury reports must be filled out for an injury that requires EMS to be called, or if a lifeguard feels that the injury is serious in nature.

Minor Injuries

A large majority of the injuries that will occur at the pool will be minor and will not require EMS to be called. If a minor injury does occur, try to move the victim into the first aid room to administer care. If the victim cannot be moved signal the staff for assistance. The manager and other guards can assist with care or with crowd control.

Major Injuries

Injuries are major if they require EMS to be called. Care for major injuries by following the emergency action plan. This plan is a general way to care for all injuries.

Emergency Procedure

The Wildewood Community Pool has a carefully planned and rehearsed emergency drill. It is structured around the following format:

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- 1) Guard in chair notifies other staff members of an emergency through a whistle signal.
- 2) Primary Guard performs appropriate rescue; roaming guard covers the zone.
- 3) Other guards clear the pool if necessary.
- 4) Manager on duty calls EMS if necessary
- 5) Other guards assist primary guard, collect information, or control the crowd.
- 6) If EMS transports the victim off site, notify the manager using the procedure below.
- 7) Fill out the appropriate incident reports.

EMS

EMS should be called for all serious injuries. Give the dispatcher all required information. This information will be posted in the manager's office. EMS should be called for the following situations if the victim:

- is unconscious
- has a head injury
- has severe external bleeding or suspected internal bleeding
- has an obstructed airway
- has a seizure in the water
- has critical burns
- has a suspected fracture
- has a suspected spinal injury

Stationary/Roaming Lifeguard

The Wildewood Community Pool will always have a designated lifeguard to act as the stationary/roaming lifeguard. The stationary guard must cover specific zones in both pools. The roaming lifeguard is also important to the emergency action plan. If any lifeguard must enter the pool to perform a rescue, the roaming lifeguard is required to assume coverage. This roaming lifeguard must also assist in removing the victim from the water, and in clearing patrons from the pool if necessary.

Whistle Signals

The Wildewood Community Pool will use whistle signals to control patrons and as part of the emergency action plan. Whistles are used to communicate with other guards, the manager on duty, and the pool members. The Wildewood Community Pool will be using the following whistle signals:

- Two short blasts — to get the attention of a patron
- One short blast — to get the attention of another lifeguard or staff member
- Three short blasts — to signal an emergency situation (lifeguard is entering water).
- One long blast — clear the pool for adult swim or emergency

Hand/Rescue Equipment Signals

Lifeguards at the Wildewood Community Pool will also use a combination of hand and equipment signals to communicate with each other and with patrons. The following signals will be used:

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- to gain attention - point directly to individual
- stop or stay where you are - hold arm straight out; palm up
- assistance is needed from other staff - hand with fist held high or hold tube vertically

Multiple Victim Rescues

Multiple victim injuries require two lifeguards to respond. Two stationary lifeguards should respond to the emergency by alerting other staff members and then entering the pool. The roaming lifeguard should immediately respond by clearing the pool and assisting in the rescue by helping to remove the victims from the water. Both pools should be cleared for this emergency.

Neck and Back Injuries

Special care should be taken in administering first aid to any person suspected of having a neck or back injury. These injuries can result not only from diving accidents but also from horseplay in shallow water. Whenever a neck or back injury is suspected, the victim is to be put on a backboard using spinal management procedures. Lifeguards should clear both pools and then assist in the rescue and backboarding. The manager will handle crowd control during the incident. Great care must be used when placing the victim on the backboard. Care and discretion should be used when removing the victim from the water.

Chemicals and Pump Room

Only chemicals used in cleaning the facilities should be handled by the lifeguards. Lifeguards should not use the chemicals that are involved in the maintenance of the pool. The pump room will be kept locked and only the manager and assistant managers have access to the room. Lifeguards should not enter the pump room without clearance from the manager. The manager and assistant manager are in charge of maintaining the pool chemistry and pump room maintenance. Lifeguards should only perform maintenance assigned by the management.

Weather

The pool must be temporarily closed in the case of inclement weather such as heavy rain, thunder, lightning, or other hazardous conditions. The National Weather Service recommends a thirty-minute wait after the last thunder or lightning occurrence before re-opening. Lifeguards must remain at the pool until a decision is made to close for the day. Any decision to clear the pool or close the pool for the day will be made by the Pool manager or the Assistants. Do not clear the pools without the consent of the management. Remember that most summer storms are temporary in nature and therefore rarely require closing for the day.

3. Maintenance and Cleanliness of the Pool Area

Pool Maintenance

The pool management is responsible for the maintenance of the pool. Lifeguards will only be responsible for maintenance if it assigned to them by the manager or assistant manager.

Pool Cleanliness

Lifeguards are responsible for the cleanliness of the pool. The manager will create a duty schedule that must be followed by all lifeguards. Lifeguards will be assigned tasks based on their shifts. Failure to complete these duties will result in disciplinary action.

Lifeguard Uniform

All female lifeguards will be required to wear a one piece racing style Lifeguard suit or a tankini style Lifeguard suit in Red or Royal Blue. All male guards are required to wear Guard board shorts in Red or Royal Blue at all times while on duty.

Staff Uniform

All management staff, Pool Managers as well as Office and Snack Shack Management must wear work appropriate attire. No bare midriff, all shorts must have at least 3 inch inseam.

4. Administrative Duties

Paychecks and Time Sheets

Paychecks are sent weekly. Time Sheets are the responsibility of the manager. It is your responsibility to make sure that you sign in and out each day. If you do not sign in and out, you may not get paid. So we can better handle any discrepancy in pay that may occur, please keep track of your own hours at home in a notebook.

W4 & MW 507 Statements

Your W4 and MW 507 statements will be given to you at one of the staff meetings. Please fill them out and return them to the manager as soon as possible. It is your responsibility to notify the management of any changes in your address.

Employee Review

Each employee will receive a written review at mid-season and at the end of each season by the pool manager. During the course of the summer, each staff person will be continually evaluated on his/her job performance.

Gate Control

Gate Control is essential for the financial operation of the pool. To be admitted, a patron must present a Wildewood Community Pool Membership Card, guests of members must pay the admission fee.

Policy of Fair Treatment

It is the goal of the Wildewood Community Pool to provide a pleasant working environment. Your problems and concerns are important to us. If you have a problem or complaint, here's what you should do:

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- 1) Approach your Head Lifeguard or Assistant Manager and fully explain the problem. The Head Lifeguard or Assistant Manager should then attempt to resolve the problem in a timely manner. If they cannot solve the problem, you should then approach the Pool Manager.
- 2) Fully explain the problem to the Pool Manager. They will attempt to resolve the problem in a timely manner.

Sexual Harassment Policy and Procedures

It is the policy of the Wildewood Community Pool, to provide a work environment free of sexual harassment. Consistent with this policy, Wildewood Community Pool prohibits any supervisor, agent or employee from making sexual advances, either verbally or physically, toward another employee or applicant, then basing any personnel decisions on an individual's submission or rejection of such advances.

In addition, all supervisors, agents and employees are prohibited from engaging in conduct of a sexual nature that interferes with another's work performance. This applies to unsolicited, sex-oriented verbal comments, gestures and physical contacts, as well as unwelcome sexual advances. All complaints of sexual harassment will be investigated promptly. Where necessary, immediate appropriate action will be taken to stop and remedy such conduct. Any supervisor, agent or employee found in violation of this policy is subject to disciplinary action, including discharge.

Any complaints of sexual harassment must be reported immediately to the Pool Manager, who will report the incident to the Equal Employment Opportunity Officer at Wildewood Corporate Headquarters.

Discipline Policy for Lifeguards

Verbal Warnings

Verbal warnings will be given to lifeguards for minor mistakes or incidents. If these verbal warnings become a problem, written reprimand will be issued.

Written Reprimands

Written reprimands are issued for more serious mistakes or for minor ones that reoccur often. The first written reprimand is given to the lifeguard as a warning, and will be reviewed by the Pool Management. Lifeguards who receive a second written reprimand will be suspended or dismissed. If the reprimand is extremely serious, the manager has the right to suspend or dismiss the guard.

Suspension

If a lifeguard receives two written reprimands they will be subject to suspension. The manager can suspend the guard for any offense that he/she feels is serious enough. Lifeguards who are suspended will be taken out of the schedule for a period to be determined by the Manager.

Dismissal

Lifeguards who are frequently suspended or commit a serious offense may be dismissed from the Wildewood Community Pool Staff. The manager and the lifeguard in question will have a meeting to determine the lifeguard's dismissal. The final decision will be made by the Manager.

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General Pool Policies

Safety Check/Rest Break

Rest Breaks are to be called at 15-minutes prior to each hour and will last 10c-15 minutes. The primary reason for the rest break is to provide a period of rest for children under the age of 16.

Children: Twelve Years of Age and Under

Children twelve years of age and under must be accompanied and closely watched by a “responsible supervisor,” fifteen years or older. It is your job to determine whether or not person is responsible and to take action if he/she is not. That action will include notifying the pool manager or assistant, contacting the child’s parents, and advising the children.

Guest Policy

As an employee of the Wildewood Community Pool you must be familiar with the guest policy of the current pool season.

Next Season

All employees with satisfactory end of the year season evaluations are eligible to reapply for employment with the Wildewood Community Pool next season.

It is the Wildewood Community Pool’s policy to promote from within. If you desire a promotion, you need to re-apply, schedule an interview, and attend a screening. Promotions **will not** be given to employees who do not have a 100% in-service attendance.

A Final Word

This manual was designed to acquaint you with the policies and structure of the Wildewood Community Pool. It attempts to answer some of the questions that are most commonly asked by new and returning employees. However, if you have any additional questions, please don’t hesitate to ask your manager.

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As an employee of the Wildewood Community Pool, we sincerely hope that you will benefit from this job experience. It will be hard work, the days will be hot, and the pool will get busy, but if you maintain a positive attitude your season will be both fun and rewarding.

Good Luck, and Have a Great Season!

