



Pool Staff Manual and Pool Rules

WELCOME

On behalf of the City of St. Louis, we would like to take this opportunity to welcome you. We are pleased that you have joined us and look forward to working with you.

As an employee of the W.T. Morris Memorial Swimming Pool, you are a front-line representative for the City of St. Louis; remember that you are a public servant working for the citizens of St. Louis. Please use diplomacy, fairness, and consistency when dealing with patrons.

This manual has been prepared as a guide to help you know and understand your duties and responsibilities. Every effort has been made to adopt policies and procedures that will provide maximum safety for you and the public.

If you feel a policy change is needed, you should approach your immediate supervisor. However, until your immediate supervisor has notified you that the policy has been officially changed you must abide by the policies herein.

Have a safe and enjoyable summer experience.

EMPLOYMENT

1. Equal Employment Opportunity – The city is an equal employment opportunity employer and does not discriminate based on race, creed, color, religion, sex, national origin, disability, age, familial status, political affiliations, citizenship, sexual orientation, military or veteran status, or any other classification protected by federal, state or local law. This policy applies to all aspects of employment and application for employment with the City.
2. Harassment/Discrimination – It is our policy to provide a work environment free of all forms of harassment and discrimination. Harassment, based on sex or other protected characteristics is a violation of both state and federal law. Unwelcome advances, requests for favors and all other unwelcome verbal, non-verbal or physical conduct may constitute harassment when such conduct creates an intimidating, hostile, or offensive working environment. The working environment is defined to include terms and conditions of employment, as well as employment decisions. Violation of this policy is strictly prohibited.

An employee who believes that they have been the victim of or witness to harassment or discrimination by another employee, patron, visitor, or other person in the workplace, should immediately inform his or her supervisor. If the immediate supervisor is unavailable or the employee prefers, the employee should inform the Director of Public works or the Police Chief. It is the supervisor's duty to listen to such complaints and to refer them to the appropriate authority. The employee may be asked to provide a brief, written statement to serve as the basis for investigation of the complaint.

After notification, the complaint will be carefully investigated. Every attempt will be made to keep the complaint confidential; however, those who may have knowledge of either the



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incident in question or similar problems may be contacted as the situation warrants. After an investigation, has been completed, a determination will be made by appropriate management regarding resolution of the case. If warranted, corrective action may be taken, up to and including termination.

Any employee bringing a harassment or discrimination complaint or assisting in the investigation of such a complaint will not be adversely affected in terms and conditions of employment, nor discriminated against because of the complaint. Retaliatory action of any kind against an individual who has made a report of harassment is strictly prohibited and may be subject to disciplinary action, up to and including termination.

3. Work Schedule – Work schedules are posted on a weekly basis (i.e. Wednesday for the following Monday through Sunday). Time off requests are due a minimum of one (1) week prior to the schedule posting. Employees requesting a change to a posted schedule must submit the change request to the Pool Director. Employees are responsible for arranging replacements for any requested changes to the posted schedule. The request is reviewed and subject to approval of the Pool Director. If an employee agrees to take a shift from another employee, that shift then becomes the responsibility of the employee accepting the shift. An employee and the proposed replacement will be notified if the request is denied. Scheduling and communication will be through the Connecteam App.
4. Absenteeism/Tardiness – All employees are expected to be at the pool complex ready to work at their scheduled time, return from any break period as scheduled, and work their full scheduled hours. Tardiness and absence from scheduled work time has a bearing on employee records and can disrupt our ability to serve the public. Employees who will be absent or tardy from the scheduled shift for any reason, must call the Pool Director at the earliest possible opportunity and at least thirty (30) minutes prior to their scheduled start time.
5. Pay Period – pay period is on a bi-weekly schedule consistent with that of other City employees. Pay is via direct deposit.
6. Gifts, Rewards or Gratuities – No employee shall solicit, receive, or agree to receive any compensation, gift, reward, gratuity, or anything of value from any source except the City of St. Louis for any matter or proceeding connected with or related to the duties of the employee, unless otherwise provided by law. Compensation, gifts, rewards, or gratuities that cannot practically be returned shall immediately be turned over by the employee to their immediate supervisor for forwarded to the City finance office. All such compensation, gifts, awards, or gratuities shall be considered City funds or City property.

For this purpose, anything of value is considered anything which influences or gives the appearance of influencing the manner employees perform their work, make decisions, or otherwise carry out job duties, for example a gift, favor, service or promise of future employment.



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7. Confidential Information – Employees shall not disclose confidential information gained through their official position, except as authorized or required by law, nor shall they otherwise use such information for their personal gain or benefit.
8. Use of City Property for Private Purposes – Employees of the City shall not use City property or equipment for their private use or for any other use than that which serves the public interest. The City stresses that employees use common sense and honesty in ensuring that City property, facilities and equipment are not used for personal gain or advantage. With prior approval of the City Manager, the after-hours use of City facilities for meetings may be appropriate.

NOTE: Not every work rule is specifically detailed in this manual; for other work rules, please refer to the City of St. Louis Employee Handbook. This document is posted on the City's Website and may be located by going through navigation tabs: Government/Administration/Employment Opportunities.

RESPONSIBILITIES

1. Overall – The responsibilities of a lifeguards and all pool staff are wide ranging depending on the assignment they have received. The basic responsibility of a lifeguard is to provide for the safety of swimmers. A lifeguard is a professional rescuer and must conduct themselves in that manner. Personal characteristics of a professional lifeguard include reliability, maturity, courtesy, consistency, being healthy and fit and having a positive attitude. You are expected to come to work rested and with a positive attitude. You are not permitted in the pool at any time that another lifeguard is not present. You must also remember that a large portion of our patron load are children, you must only play music that is appropriate for this age group. i.e. no music with any obscene wording or messages. You must also play the appropriate music at an appropriate volume. The following are the responsibilities of a lifeguards or pool staff with different assignments.
2. On-duty – An on-duty lifeguard must provide for the safety of all swimmers in their area of responsibility. While scanning, you should keep in mind the following: limit your scanning to your defined area, use both peripheral and frontal vision to locate victims of possible victims, scan back and forth, as well as up and down, from one point to another and remember that your areas includes the deck area as well as the pool. Always scan from bottom to top. The basic responsibilities of a lifeguard include ensuring all zones are covered always, giving first aid and CPR when needed, and calling EMS when needed. Visiting with other guards, swimmers, or friends while on duty is strictly prohibited.
3. Cleaning – To ensure a safe environment for swimmers, the pool and pool area along with the bath house must be kept clean and uncluttered. This is the responsibility of all lifeguards and pool staff. When assigned to cleaning duty you will be expected to do a wide variety of tasks, which will be defined at the beginning of summer. You will also be expected to do any other tasks as assigned by the Pool Director.
4. Teaching – currently, teaching is not provided at the pool. General rules will be communicated if that program is introduced.



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5. Attire – All lifeguards on duty shall wear clothing that is conspicuously marked “Lifeguard” or “Guard” and have a whistle. All other pool staff should wear shirts provided designating them as staff.
6. Chemical Usage – it is your responsibility that the chemicals of the pool remain stable. The pH and chlorine must be tested multiple times daily and must be documented. You will be shown the proper way to test and get chemicals to the level that they need to be. (Only staff 18 and older are allowed to handle chemicals).
7. First Aid Equipment and Incident Reports – The first aid equipment is in the equipment room. It is the responsibility of the Pool Director to stock equipment. When supplies are used from first aid kits, notify the Pool Director. Incident/accident reports are to be filled out on the *Connecteam App*. An accident applies to any injuries that require medical attention or may result in medical care later. Always fill one out just to be safe. An incident report would include a rescue, expelling someone from the pool, problems with patrons, other staff, etc. Remember to include the names or patrons and other staff who saw the incident or accident. Do not include opinions on the reports, only facts.
8. Rotation – a rotation of guards will be established dependent on the circumstances. (number of patrons, available staff, etc.) **One guard must always be in the act of surveillance on the deck.**
9. Meetings – To improve our service, meetings may be required by the pool director. Agendas for these meeting might include rescue skills, first aid skills, how to deal with patrons as well as many other topics. While attending meetings, all employees will be in paid status.
10. Certification – All lifeguards will be Certified by the American Red Cross for at least Shallow Water Lifeguarding and emergency CPR, first aid and AED. In order to certify at the level, you must be at least 15 years of age, and be able to swim 100 yards continuously; tread water for 2 minutes using only the legs; complete a timed event within 50 seconds by starting in the water, swim 20 yards. Submerge to a depth of 4 to 5 feet to retrieve a 10-pound object, return to the surface and walk or swim 20 yards back to return to the starting point with both hands holding the object and exit the water without using steps or a ladder. All staff will be CPR, first aid and AED certified.
11. Emergency Action Plan (EAP) – The first step to preventing accidents from occurring and reacting quickly to emergencies when they do occur is to have a clear communication system among all pool staff. 1) When rotating it is important to let the guard taking over your position know anything or anyone to watch more closely, 2) One long whistle blow signifies either to clear the pool or the end of break, 3) One short blast is used to get the attention of a patron, and 4) Two long blasts will signify that a lifeguard is going to enter the water to assist someone, that the lifeguard requires some type of assistance and will be used to activate the Emergency Action Plan (EAP).

Remember that there are certain duties each guard has in an emergency.

- 1) It is the primary rescuer’s responsibility to safely activate the EAP and perform the appropriate rescue.
- 2) The closest guard to the rescue is the secondary rescuer.
- 3) It is the duty and responsibility of the third guard or staff member to call EMS and meet them, if necessary, and to get any first aid supplies that are needed.



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- 4) All other guards/staff need to control the crowd and assist in any way possible. It is also the responsibility of these guards/staff to perform back-up coverage or to clear the pool, depending on the severity of the accident or incident.

CHAIN OF COMMAND

The Department of Public Works is responsible for the general operations of the pool. The Pool Director is responsible for daily operations, working closely with the DPW Superintendent (or DPW staff), when needed. Immediate questions or concerns from patrons and lifeguards should be posed to the pool director. If the Pool Director is unable to answer the question or resolve the problem, they will contact the Public Services Director or DPW Superintendent as applicable. In the absence of the Pool Director, the acting lead staff member will be in charge.

UNRULY PATRONS

You have been entrusted with the authority of the pool. We will employ a Q-1-2 approach when dealing with patrons who are breaking the rules. First, we question whether the activity the individual is engaging in is infringing upon a rule. Second, we ask the individual to stop the activity and give them a warning. The final step in the Q-1-2 approach is a time-out: depending on the severity of the action, the patron shall either sit out for a period determined by the lifeguard, or if more severe be told to leave the pool. Pool staff must fill out an incident report after expelling someone.

Be pleasant but firm; be respectful of all participants. Never make a “threat” or issue a warning that you can’t/don’t enforce. Remember it’s easier to start out “tough” and then ease off a bit than it is to try to become tough once things get out of hand. However, if things do get out of hand and you are not able to control a particular patron you have the right and responsibility to notify the authorities for assistance.

You must remember that you are a role model for the children at the pool and are expected to act in a professional manner. Under all circumstances, you must follow all the rules; if you don’t you will lose the respect of the public and be unable to run a safe pool.

POOL AND WORK HOURS

During the swimming season, the pool will be open to the public for the following hours:

TO BE DETERMINED

Shifts will typically begin and end 30 minutes before/after the open/close schedule, unless prior approval is granted by the Pool Director. (Example: if pool is scheduled open from 1-4pm for a session; you are required to be on site preparing for the shift at 12:30pm and off the clock at 4:30pm, with any clean up or paperwork completed.

Special events may also occur outside the regular schedule and will be scheduled in advance.

POOL CLOSURES

All measures will be taken to ensure the pool will be open during scheduled pool hours. The Pool is a public swimming pool and is subject to certain mandates set forth by the State of Michigan and by City policy. The pool will be closed, at least temporarily, if any of the following conditions exist.



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1. The water temperature falls below 65 degrees F or exceeds 104 degrees F.
2. The presence of a hazardous substance or object in the pool or the existence of any condition creating an immediate danger to health or safety, including fecal accident events. (see fecal accident response)
3. Failure to maintain PH at the appropriate level
4. Failure to comply with disinfectant residual levels.
5. Failure to comply with the number of lifeguards or attendants required.
6. Absence or non-availability of a responsible supervisor.
7. The patron count falls to zero after a reasonable time.
8. Inclement weather.

If the pool closes. Notifications must be made and daily report will indicate needed information.

FECAL ACCIDENT RESPONSE

If the swimming pool becomes polluted with feces, vomit, sewage, or other hazardous material, swimmers are to clear the pool and the pool will be closed until action can be taken to mitigate the pollution and restore water quality. Contact the Pool Director or the DPW Supervisor Immediately.

INCLEMENT WEATHER

All staff scheduled to work must report regardless of the weather unless otherwise notified by the Pool Director.

In cases of thunder, lightning, and/or rain (rain hampers visibility of the bottom), the swimmers are to clear the pool and deck area for approximately 30 minutes after the last clap of thunder or sight of lightning. Until the weather improves, the pool will be closed, temporarily, and the following will apply:

- All patrons must leave the water and pool deck.
- If an electrical storm all patrons with transportation should be encouraged to leave. If they do not have transportation, then remain inside the facility but avoid using showers. Try to stay on dry flooring.

Continual observation by staff must be made during periods of questionable weather.

During inclement weather, when the pool is still open but there are no swimmers, staff will be expected to clean. Staff will be paid for hours worked.

STAFFING

The maximum patron load is considered 150. We must have 1 certified lifeguard for 75 patrons. So most times we will have at least 2 guards on duty. If for some reason only one fully certified guard is available and or we are not comfortable with amount of other available pool staff, it will be necessary to reduce the pool capacity to 75.

The typical staffing arrangement will be set to handle full capacity with at least 4 staff. There needs to be at least one person over the age of 18 on site. This may be the pool director, lifeguard, or other staff. There should be at least 2 certified lifeguards. One person will be the front desk attendant. Rotations of guard positions will take place in 20 minute intervals.



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Staffing rotation:

1. Front Desk Attendant/cashier (does not usually rotate – unless all staff scheduled are lifeguards)
2. Break (Take and record head count, take a break and assist with providing bathroom breaks, may need to assist with facility maintenance or extra activities)
3. Primary Guard – Must be Certified Lifeguard and must be on the deck observing patrons and activities.
4. Roaming deck (provide direction/supervision of swim tests as applicable)

Do not get out of the chair until the relieving guard is standing next to the chair and watching the pool. After getting down from the chair, watch the pool while the other guard climbs into the chair. Brief fellow guards of any situations that requires attention, but do not use the change for lengthy conversations.

DISCIPLINE POLICY

Any employee accumulating two (2) violations of this manual will be considered for potential disciplinary action, up to and including termination. Certain violations will warrant immediate termination.

NON-SWIMMER ATTENDANCE

Individuals not wishing to swim will be allowed to enter the pool enclosure at no charge. These individuals must be dressed in non-swimming attire and will be advised that they are not permitted to enter the pool. This is primarily for parent/guardian patron supervisors.

POOL RULES

- Always follow Lifeguard Directions
- Respect Lifeguards: Rude behavior will not be tolerated
- Please don't mingle with the guards
- No splashing guards
- Do not run on the pool deck
- Do diving anywhere in the pool
- No running jumps
- If jumping in – you must make sure the area is clear; not close to corners
- No pushing
- No excessive splashing
- No swearing
- No hanging out in the locker rooms
- No pictures in the locker rooms
- No food past main entrance (no food in locker rooms or on deck)
- No Glass containers. No Alcohol. No beverage containers in the pool. Keep it on the deck.
- No inflatable toys
- No throwing balls across pool; if you are throwing someone must be prepared to catch it.
- Swimmers are not to be coming in and out of the pool facilities.
- No swimmers can have large cuts, sores, and must not be sick.



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- Must wear proper swimming apparel- absolutely no jeans
- All toddlers must wear proper swimming diapers
- Swimmers 14 years and under will have a name and emergency contact number collected at the front desk.
- Swimmers 5 and under REQUIRE A GUARDIAN PRESENT – NO EXCEPTION.
- Swimmers between the age of 6 to 10 years old will require a guardian unless they are able to pass a simple swim test or are able to touch in the shallow end. Swim test consists of swimming from one end of the pool to the other (short ways).
- All swimmers must be able to touch to enter the “deep end” or must pass a simple swim test.
- If Swimmers are not following rules; Lifeguards can ask a swimmer to sit out or leave the pool.

ALL POOL STAFF MEMBERS & LIFEGUARDS

All pool staff, regardless of their title, will assist in the opening and closing routine. Every staff member is responsible for providing a safe environment and helping to keep the pool house and deck clean and tidy and for ensuring that the proper data is gathered and reported.

FRONT DESK ATTENDANT/CASHIER

- A) Greet all guests
- B) Answer the phone
- C) Log Patrons In /Out
- D) Collect emergency contact information
- E) Collect Admission to the pool
 - a. For admission to the facility all patrons must present a season pass or pay an admission fee. Children under three (3) years of age swim free.
 - b. Family pass includes use of pool for all occupants of a household (up to 6 persons).
 - c. Individual Pass – use of the pool for the individual.
- F) Attendance Procedures
 - a. Keep a head count of patrons.
 - b. It is the attendant’s responsibility to make sure capacity rules are followed. No more than 75 patrons if there is only one certified lifeguard. 150 patrons total when fully staffed.
 - c. Make sure kids 5 and under have a parent/guardian present
 - d. Make sure kids 6 to 10yrs have a guardian present or have passed the swim test or can touch (refer to lifeguard for swim test if needed, or verify they have passed in the past)
- G) Cashier procedures
 - a. Each day/shift, upon arrival, the Attendant/Cashier will count/confirm & record the money in the lock box.
 - b. Attendant/Cashiers will have patrons show their passes on entry or pay the daily admission. All patrons should be logged in and indicate pass/payment on the daily log sheet.
 - c. Promptly at closing, the cash box should be “cashed out” and reconciled.



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- d. Attendant/Cashiers are responsible for the funds they receive and proper recording of the Cashier/Attendance Reports.
 - e. End of day, prepare deposit. Have shift leader verify count and deliver to City Hall Drop Box.
- H) Assist in tracking weather conditions

LIFEGUARDS

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

Know the pool rules and enforce them consistently. You are responsible for everyone's safety and are a role model for children whether you realize that or not. You must follow all of the rules if you expect the patrons to follow them. Do not engage in horseplay with patrons or other guards. If you are acting unprofessionally, you put people's safety at risk.

LEAD STAFF MEMBER

A lead staff member will be assigned at every shift. This person will be at least 18 years or older. It may be the pool director, another staff member or lifeguard. This person is to be considered the Supervisor for the shift. In the absence of the Pool Director, will make the decisions on pool closing, rule following, the need to contact DPW Superintendent or DPW Staff, etc.

The lead staff member on shift will be responsible for:

- A) Opening the building
- B) Checking that the opening and closing cleaning routine is complete
- C) Make sure all chemical testing is completed and logged
- D) Record Water and Air Temp
- E) Make sure guard/staff rotation is being followed
- F) Will perform second count on daily deposit and make sure deposit is taken to City Hall.
- G) Prepare incident/accident reports, as applicable
- H) Prepare daily/session report
- I) Prepare Pool closing report, as applicable
- J) Turn off lights and make sure all doors are secure at the end of the day

POOL MANAGER/DIRECTOR

The pool manager/director will ensure the efficient and effective operation of the pool. Duties involve all swimming pool operations, including first aid, rotations, scheduling for staff, staff discipline, public relations, janitorial duties, limited pool maintenance including daily chemical analysis/testing, pool



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cleaning, reporting and all other duties as necessary or required. This is a working supervisory position and may require weekend and holiday work. Must be eighteen years of age or older.

DAILY CLEANING IN THE POOL HOUSE

Initial Opening:

- Sweep Entrance sidewalk and pick up any trash near the entrance and nearby lawn outside
- Sweep Lobby, Mechanical Room and Locker rooms
- Clean the front window/door glass
- Dust
- Check to make sure toilets were properly cleaned and stocked and that trash was removed.

Between sessions:

- Check toilets and restock supplies
- Pick up trash
- Check drains, clean out if necessary

End of Day:

- Pick up trash in locker rooms
- Use squeegee to remove water from locker rooms
- Clean out drains in shower room
- Disinfect sinks and toilets - clean seat, under seat, back lid, top lid, tower, handle - (clean bowl and base if needed)
- Take out the trash (dumpster between the pool house and city hall) – be sure to put trash bags back in the cans.
- Restock toilet paper and soap.

Designated Days (Monday/Wednesday/Friday):

- Toilets get full cleaning – daily stuff plus the base and toilet bowl, make sure to get space between the seat and tower
- Spray down floor, squeegee and mop
- Other areas that you notice are accumulating dirt and grime

DAILY CLEANING ON THE DECK

Initial Opening:

- Check pH and Cl levels and log
- Record Water and Air Temp
- Spot sweep deck, check for trash
- Pull toys and equipment out



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- Skim pool thoroughly
- Check Chlorine Floats and Fill

Between sessions:

- Check pH and Cl levels and Log
- Skim pool
- Straighten chairs
- Pick up trash

End of Day

- Record Water and Air Temp
- Squeeze as much water out of toys as possible.
- Put toys and safety equipment away
- Straighten chairs
- Tie up umbrellas (if it is predicted to be windy then should put in the storage room)
- Check pH and Cl levels and log
- Check flow rate/record, Clean Filters, wait a bit and check flow rate/record
- Add water if needed – record amount added

Designated Days (Monday/Wednesday/Friday):

- Vacuum Pool
- Backwash Pool
- Fill Chlorine Tank – record amount added