



City of Fort Collins Recreation Department

Aquatic Manual



City of Fort Collins Aquatics Manual
Written for new and
Existing Aquatics Employees

Last Revision:

March, 2011

WELCOME

Welcome to the City of Fort Recreation Department!

We are excited to have you join us as a member of the Recreation Division. You will be part of a team that can make a difference in the quality of life of every member of this community. Every team member makes the difference.

You will be working with all types of people, participants, and fellow staff members. Your job may require that you do some routine work or perhaps some new and unusual things. If anyone told you that it would be all fun and easy work, you'd better take another look. Whatever your role in our organization may be, all of us are dedicated to giving service and providing learning to others. Giving service to others is a highly disciplined field. You might say we work while others play.

The operation of the Recreation Division is a ***total*** team effort, requiring skills of many crafts, the knowledge of many professions, and the work and cooperation of every staff member involved. When we all work together as a team, it adds up to maximum enjoyment and learning with little frustration.

In this manual we have provided you with information which will enable you to perform your duties to the best of your ability. The information will give you a foundation upon which you will build your opportunities while working with us.

Enjoy your stay with us and help make a difference!

Table of Contents

Purpose	5
Responsibilities	5
Map of Fort Collins	6
Orientation Checklist	7
Aquatics Manual Review	9
Lifeguard Expectations	10
Manager Expectations	11
Policies and Procedures	12
Evaluations and Drills	26
Incidents and Accidents and Emergency Procedures	39
Aquatic Facilities	51
Aquatics Job Description	67
Appendix	79
Closing Statement	87

Purpose

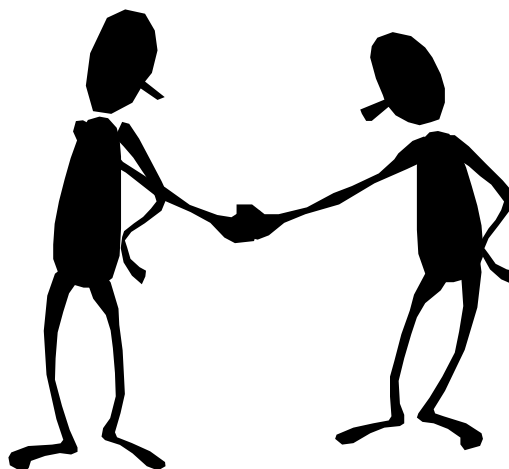
To our Employees:

The purpose of this manual is to acquaint you with the City of Fort Collins Parks and Recreation Aquatic Division. These are procedures established by The City of Fort Collins Recreation Division for all employees. This manual is subject to change and revisions, notice of which will be given to each employee prior to an effective date. It is essential that all employees familiarize themselves with the material in this manual. Any questions should be brought to a supervisor. By utilizing employee input, the Aquatic Division will reflect the City's mission statement to provide personalized, quality community service. The City of Fort Collins' goal is safe and satisfied guests and staff members.

Responsibilities

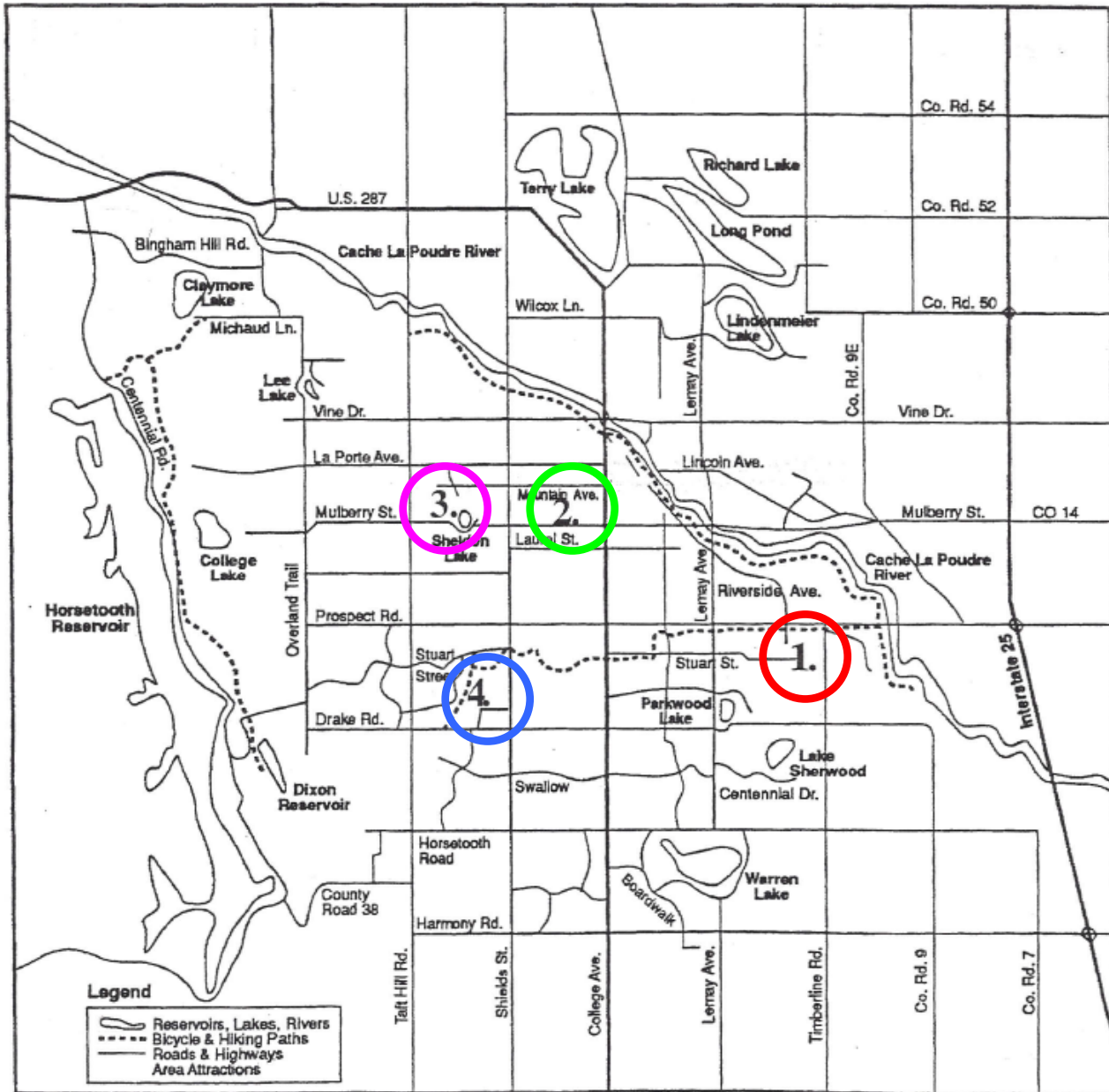
As a City employee you are asked to accept the responsibilities of a public servant, to be considerate and courteous to every citizen regardless of race, national origin or ancestry, sex, age, disability, or creed, and to work in full cooperation with citizens and other employees in promoting the public welfare. Staff is expected to be at work 15 minutes prior to their shift start and clocked-in.

Your responsibility is to be informed, friendly, and cooperative. No matter what the job, each employee is expected to positively represent The City of Fort Collins Recreation Division. Honesty and courtesy are expected when dealing with co-workers and the public.



Map of Fort Collins

City of Fort Collins Pools



1. Edora Pool Ice Center (EPIC) - 1801 Riverside Avenue, 221-6683
2. Mulberry Pool - 424 West Mulberry Street, 221-6657
3. City Park Pool - 1599 City Park Drive, 493-4274 (unlisted)
4. Fort Collins Senior Center - 1200 Raintree Drive, 224-6031

Aquatic Orientation Checklist

I _____ have been orientated on all of the listed items. I understand and will comply with all the rules and policies. If I have any questions regarding this information I will ask the pool manager, pool coordinator, recreation coordinator or recreation supervisor.

Guard Room	EP	MP	SC	CPP
Time Clock (Location and how to use)				
Bulletin Boards – Schedules, newsletters, sub signs, phone lists and staff notices				
Sub Book (responsibilities in finding a sub)				
Cleaning List (How does it work)				
Cleaning Supplies (Where are they)				
Phone Usage (How to use, limited to 3 minutes and dialing 911)				
Incident Reports (location, how to complete, where to put after completed).				
Accident Reports (location, how to complete, where to put after completed).				
Workman's Comp form				
Instructor Materials (progress cards, course record sheets, parent evaluations).				
Fanny Packs (reminder: check for everything in pack).				
First Aid Kit (gloves at all times, ask manager if anything needs replacement).				
Guard Tubes				
Lost and Found – Where to find, how to communicate with patrons, goggles, jewelry, etc.				
Pay days and when private lessons are due/where to turn them in				

Pool Deck	EP	MP	SC	CPP
Review Pool Rules (general and specific).				
Backboard Locations				
Rotation				
Blind Spots				
Lap Lane Use (children shouldn't be in them unless swimming laps).				
Locker Rooms				
Family Change Rooms				
Walk Through				
Whistle Codes				
Swim Test (for use of deep well and diving board (EPIC/MP) and slides if not tall enough (CPP))				
Red Shirt Drill				
Storage Room				
Aqua Fitness Equipment (location and who can use them).				
Swim Lesson Toys (location and who can use them).				
Hose				

Facility	EP	MP	SC	CPP
Tour of Building (bleachers, classroom, etc.).				
Operation of Lifts & Water Key				
Staff Locker Rooms				
AED Location				
Play Structure Switch				
Emergency Call Button				
Emergency Slide Shut-Off				

EPIC Manager Signature _____ Date _____

Mulberry Manager Signature_____Date _____

Senior Center Manager Signature _____Date _____

City Park Manager Signature _____Date _____

Manager Comments:

Aquatics Manual Review Answer Sheet

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15.
16.

Aquatics Manual Review

The following questions must be answered on Aquatic Orientation Checklist and turned into a supervisor within one week of beginning employment with the Aquatics Division. All answers to these questions can be found in this manual.

The following questions must be answered on a separate piece of paper and turned into a supervisor within one week of beginning employment with the Aquatics Division. All answers to these questions can be found in this manual.

1. Safety is whose responsibility?
2. Define **sexual harassment**.
3. Name the primary responsibility of the down guard.
4. If an employee is injured on the job, what 2 things should be done as soon as possible?
5. What does MSDS stand for?
6. Substitutes must be recorded in what book?
7. Time clocks are where? Whose responsibility is it to turn in payroll exception sheet?
8. What job code and what cost code should be used when teaching lessons at Mulberry Pool?
9. How is an incident different from an accident?
10. When the fire alarm sounds, what is the first responsibility of the lifeguards?
11. At what age must a child use the appropriate locker room (male or female)? The family changing room with an adult?
12. Name one rule pertaining to the 3-meter board at EPIC.
13. How old must a child be to swim unaccompanied in the shallow end of Mulberry and the wader pool at EPIC?
14. List one specific rule for the warm water pool at EPIC.
15. Which lanes can children swim in at EPIC?
16. What is the maximum capacity of the spa at Mulberry Pool? At the Senior Center?

Lifeguard Expectations

1. Be prepared for assigned shifts (proper uniform and ready to guard).
2. Be to work on time (15 minutes prior to shift).
3. Cover shifts that are going to be missed. The **sub book** must be filled out and signed by a manager. Failure to make sure that sub has been signed off, reverts back to the individual looking for a sub.
4. Provide correct information to patrons about The City of Fort Collins. If you are unable to answer a question, refer the patron to someone who can.
5. Perform cleaning duties as assigned.
6. Maintain a safe environment and be aware of potential hazards.
7. Fulfill assigned duties before checking out with a manager and leaving the facility.
8. ***Wear staff uniform at all times*** when on duty, including a fanny pack and whistle. Guards who are not in proper uniform will be sent home (off the clock) to get the correct clothing.
9. Keep conversation with friends and personal phone calls to a 3-minute limit and never on deck.
10. Store and care for equipment properly.
11. Be polite and friendly to guests. Rude or disrespectful behavior is not acceptable.
12. Display a “can do” attitude to guests and fellow staff members. Avoid temptations of gossip and the “rumor mill.”
13. Know all site specific Emergency Action Plans for the facilities at which you are working.
14. Know pool rules and regulations and the reasons behind them.
15. Keep all required certifications current. If you fail to do so you will be taken off the work schedule.
16. Complete the fitness/skill requirements each pay period.
17. Clock in and out with time clock with proper job codes and facility codes at each facility.
18. Drug and/or alcohol usage prior to work or while on duty is strictly prohibited. As a City employee you are expected to remain drug-free.
19. Communicate with your fellow staff members and supervisors in a proper manner.
20. Perform a complete walk-through of assigned areas during down time.
21. Attend scheduled safety training. Any guard not attending will be taken off the schedule immediately and may not sub or take shifts until attending the next training. No subs allowed for Safety Training.

Manager Expectations

1. Be responsible for and aware of all activity during shifts, including emergency situations, guard and instructor performance, cashiers (MP and CPP), guest complaints, cleaning maintenance items as requested, thefts, etc.
2. Be in rotation at all times unless cashiering at MP, managing at CPP, supervising lessons, or performing managerial duties.
3. Be to work on time (15 minutes prior to shift).
4. **Set an example.** Managers as well as staff are expected to arrive at work on time, stay busy, wear uniform, etc.
5. Deal with conflict situations (with both guests and staff) as they arise, and as thoughtfully and sensibly as possible.
6. Be able to supervise learn-to-swim lessons – must have a current WSI.
7. Inform supervisors of any situations that may be of concern. Use good judgment as to when and where to communicate with the recreation supervisor or recreation coordinator.
8. Treat all staff fairly, and as you would like to be treated. Determine the fine line between being someone's friend and someone's supervisor.
9. It is the manager's responsibility to make sure that all cleaning duties are completed correctly. Keep the facility maintenance technician and supervisors informed of maintenance concerns.
10. Be familiar with the information in the **Recreator**. Be sure to answer (or find the answer to) questions patrons ask.
11. Keep up to date on the use of Rectrac at all facilities. There will be times when the manager will serve as manager and cashier. Know your own log-in and password. Do not use the log-in or password of other staff. The manager will need to know how to run the computer, cash register, open and close, and complete paperwork for the deposit.
12. Attend all manager meetings. The recreation supervisor will need to be informed if a manager cannot attend. Missing more than 2 meetings a year may result in dismissal. Some information at these meetings is confidential and should not be shared with other staff members.
13. **Turn in two staff evaluations per manager's meeting.**
14. Help staff to clock in and out correctly and in a timely manner.

Policies and Procedures

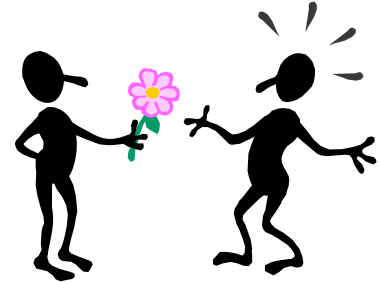
Table of Contents

Conduct	13
Attentiveness	13
First Aid	13
Safety	13
City Facilities, Property, Vehicles, and Equipment	14
Language	14
Smoking	14
Alcohol and Drugs	14
Sexual Harassment	14
Cashier Area	14
Uniform	15
Rescue Tube Use	15
Down Time	15
Phone Use	16
Scheduling	16
Overtime	16
Employee Accidents	17
Staff Use of Pools	17
Staff Training	17
Staff Meetings	17
Lost and Found	17
Americans with Disabilities Act (ADA)	18
Safe Liability Practices	18
Right To Know	18
Training/Fitness Requirements	18
Sub Only Policy	18
Reimbursement	19
Certifications	19
Leave Policy	19
Employee Discipline	22
Payroll Guidelines	24

Conduct

Employees are expected to conduct themselves in a manner that promotes the respect of the general public. Working for the City is comparable to working in a “fishbowl.” The public notices much of what is said and done by staff on deck and in the guard rooms. Employees encountering a problem with their job or working conditions are strongly encouraged to speak to a supervisor as soon as possible.

Attentiveness



- Be approachable.
- Smile from the heart. Everyone likes a genuine greeting.
- Treat every guest like you would like to be treated as a guest.
- Children are our business and our guests, too. Treat them with respect.
- Visitors will ask questions! Answer each question as though this was the first time you’ve been asked.
- When having a conversation with another staff member, please be aware of who might overhear you or be trying to get your attention.
- When referring to the City, the word “recreation” should be used, not the word “rec.”

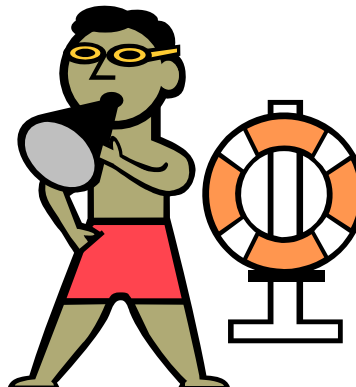
Further information on Public Relations and Customer Service is available in the Employee Orientation Manual. Please refer to the Customer Service Policy found in the Appendix.

First Aid

When administering first aid staff members must wear gloves. These gloves are located in the first aid kit at each facility and should be in each lifeguard fanny pack along with a pocket mask. Staff members may request that the manager calls 911 anytime it is deemed necessary.

Safety

Safety is our responsibility. Guests are concentrating on enjoyment while at the facility. It is *our* responsibility as employees to be safety conscious and do all we can to protect the guests from injury. Any safety hazard or concern that cannot be corrected immediately should be reported to a supervisor.



City Facilities, Property, Vehicles, and Equipment

It is every employee's responsibility to take care of and protect City facilities, property, and equipment. It is the employee's responsibility to report any damaged or missing equipment to a supervisor. Personal use of City equipment by any City employee, volunteers, or intern is strictly prohibited. Use of a City vehicle is limited to City activities. All persons in City vehicles must wear seat belts at all times and follow traffic laws. A vehicle's driver will be personally responsible for any radar tickets.

Language

Profane, suggestive, or excessively loud language is not appropriate while working in any City facility or within the Recreation program.

Smoking



Smoking is not allowed in City buildings or within 20 feet of any entry. Smoking while on the job and/or in contact with the public is not allowed, as it does not convey a positive image.

Alcohol and Drugs

Alcohol beverages and illegal substances are not allowed in any City facility at any time. Possession of alcohol, drinking, or having the odor of alcohol on your breath while on duty, is prohibited. The use of illegal drugs at any time is prohibited.

Sexual Harassment

In accordance with Title VII of the 1964 Civil Rights Act, it is the policy of the City of Fort Collins to strictly prohibit any conduct that constitutes sexual harassment. Sexual harassment is any behavior (comments, gestures, jokes, physical contact, written material, etc.) that could offend or made uncomfortable another employee. Any employee displaying such conduct risks immediate dismissal.

Cashier Area

Managers, Lifeguards and instructors are strictly **prohibited** from entering the cashier area of any of the pools except to clock in and out or when called to the front desk for assistance. Questions and problems should be addressed from across the front desk.

Uniform

The pride an employee takes in his/her appearance while on duty is an important element of the image projected to the public. Aquatic staff members will receive a staff shirt at the beginning of their employment and required color schemes (of swim suits, shorts or pants) will be explained.

New employees will be offered the opportunity to order City selected swimwear. Employees may purchase their own suits if they do not choose to order the selected City swimwear so long as their selections are approved. Instructors will be required to wear a one piece suit. Outside swimwear must be ok'd with the recreation coordinator before wearing it on duty.

Shorts may be worn as they are made – not turning down waists to make them shorter; long pants may be worn only if they are unlined nylon (no sweatpants). Acceptable footwear includes flip-flops and “Teva” type sandals; tennis shoes are not to be worn while guarding. All lifeguards are required to wear a whistle and fanny pack while on duty; a pocket mask and gloves are to be stored in the fanny pack.

Any guard, instructor or manager not wearing the proper uniform will be sent home to change. Staff will not be paid for travel time home to get the proper uniform.

Body piercing: Non-visible except for in ear and/or nose. Must be tasteful and non-offensive and not interfere with duties required.

Tattos: Tasteful and **NO** offensive gestures, violence, drugs, gang related images, nudity or anything that is offensive to the public.

Please refer to the Recreation Division's **Appearance Policy** found in the appendix.

Rescue Tube Use

All lifeguards are required to guard and enter the water for a save with the rescue tube (with the possible exception of some spinal injury rescues). When standing, the tube should be held horizontally across the waist with the end of the strap over one shoulder and the strap line held in one hand. If the lifeguard is seated, the rescue tube should rest on his/her lap horizontally with the strap over one shoulder and the strap line held in one hand. Care should be taken to ensure that the rescue tube could not get caught up under the handrails of the chair. The rescue tubes are property of the City of Fort Collins. **Abusing or misuse of rescue tubes may result in disciplinary action followed by dismissal.**

Water Safety Instructors are required to use the rescue tube when catching children off the board during lessons. They should not “borrow” that tube from the lifeguard stand, but rather plan ahead and receive a spare tube from the manager.

Down Time

Lifeguards will have periods of time throughout their shift where they are the “down guard.” The down guard's primary responsibility is to be accessible and lend aid in case of an emergency.

Secondary responsibilities include bleacher and locker room checks at all facilities and Cardio Room at Mulberry Pool, assisting instructors with bathroom breaks, swim testing children, and administering general first aid, and light maintenance work. It is acceptable for the down guard to use half of their down time for work related activities and half as a personal break.

Note: Even when on a break, it is the down guard's responsibility to be available to respond to emergencies.

Phone Use



Professional telephone etiquette is important to the pool's image. The correct way to answer the phone is: "Good morning/good afternoon/good evening, Mulberry Pool, this is Jane." Written messages should include the time, date, name of person being called, person calling and a telephone number. Only in emergencies should a staff member be retrieved from the deck to receive a telephone call.

The telephones in the guardrooms are to be used for emergencies and delivering messages to staff. Personal phone calls are allowed, but should be **limited to three minutes**, including the use of guards own cell phone.



Cell phones are not allowed on deck at any time.

Using the pool's telephone to call around to locate a substitute for a shift is not a proper use of staff time.

Home phone numbers for any staff are not to be given out to the public. We can however take a message from the caller and get the request to the individual they would like to talk to. The staff member can then return the call at their discretion.

Scheduling

Staff schedules are completed seasonally. Staff has an opportunity to request specific hours and the number of hours preferred on an "Aquatic Employment Agreement" form. Once the City of Fort Collins Aquatic Division hires an employee, they may remain in that position until they are separated or leave with notice.

Overtime

Employees are not to work more than 40 hours per week without **explicit advance approval** from a supervisor. Each employee is responsible for monitoring his/her own schedule and must not accept work assignments that will put him/her over 40 hours per week (this 40 hours includes hours worked in any other capacity for the City

Employee Accidents

Employees are covered by Colorado Worker's Compensation if injured while on duty (during hours of payment) and if the injury requires medical attention. **A supervisor should be notified and an Accident Report and Workman's Compensation Injury/Exposure Report completed as soon as possible.** Unless the incident requires a 911 call, it is imperative for the injured employee to utilize the health care facility contracted by the City. The pool manager or any supervisor can advise you where to report for **walk-in/urgent care** and **scheduled appointments**.

Staff Use of Pools

Free usage of a facility by employees is allowed before and after a scheduled shift during open swim hours when a manager is present. This includes EPIC, City Park Pool, Mulberry Pool and the Senior Center (age permitting). Additionally, Aquatic Division employees may request a 10-admission punch pass (from the Recreation Office) for use at other Recreation facilities. Employees are required to pay for any classes offered by the City.

Staff Training



Attendance at Safety Trainings, which are scheduled throughout the year, is a requirement for continued employment. Staff will receive advance notice through signs posted at the facilities. The purpose of these trainings is to ensure that all staff is current and proficient in their rescue skills. Staff members not attending will be removed from the schedule immediately, and will remain off the schedule until successfully completing the next safety training plus receiving 2 ½ strikes.

Staff Meetings

Attendance is required at all meetings set by aquatic supervisors. Staff meetings are vital for good communication and serve as a forum for the exchange of ideas and concerns.

Lost and Found

Items left at the pool by guests are to be placed in the lost and found. Towels will be washed and dried. **Staff is not allowed to take articles out of lost and found for their own personal use or to loan to a guest. Staff members found with lost and found items in their possession will be subject to disciplinary action.** If a guest has lost an item, have them check with the cashier at Mulberry Pool and City Park, with the Guard Room at EPIC or Senior Center to look in the lost and found. **Please do not give out goggles, snorkels, suits or any other items to guests from the lost and found if they do not belong to them. Please follow each facilities guidelines as to how long items will remain in lost and found.** Never tell a guest that the City will replace an item for them. When a guest phones to

ask if a lost and found item has been turned in, do not tell them if we have the lost and found item or not, they must come in person to identify the item lost.

Americans with Disabilities Act (ADA)

The City of Fort Collins will make reasonable accommodations for access to City services, programs, and activities for persons with disabilities.

Safe Liability Practices

At no time should a staff member give a medical opinion of a guest's injury. Never admit wrongdoing to a guest concerning a situation that has occurred or tell a guest that the City will pay for any cost of medical treatment they may require. Instead, guests with any of these concerns should be referred to the manager, who will direct them to Risk Management.

Do not “watch” items for guests. This would include cashiers and/or guards watching billfolds, keys, purses, etc., while patrons use the facility.

Right to Know™

Right to Know™ stations are located at all the facilities. Staff members are to read the station instructions and make themselves familiar with the use of the Materials Safety Data Sheet (MSDS) Catalogue. Staff and public health and safety could be jeopardized by the improper use or combination of some of the chemicals kept in storage at these facilities, including common everyday household cleaners. Always follow container instructions and safety warnings. **Always** read the MSDS before using any product. If the catalogue does not have a MSDS on the product being used please notify the pool manager, who will notify the safety coordinator. Knowledge prevents accidents. **Read first!**

Training/Fitness Requirements

The Skills/Fitness requirement for **lifeguards** is scheduled for biweekly completion. Staff will be required to either swim 300 yards continuously (time limit under 6 minutes) and/or a skill relating to lifeguarding, first aid or CPR/AED to be completed biweekly (every 2 weeks) and witnessed by a manager who will give you credit at the completion of the said training/fitness recorded. Any staff member not completing their Training/Fitness will first be verbally reprimanded with a “no fitness.” If any employee accumulates 2 “no fitness” he/she will need to meet with a recreation supervisor to complete a **Disciplinary Action Form**. Each no fitness/skill is equal to 1 strike. An employee with 3 “no’s” may be terminated. All lifeguards are required to participate in these on-going fitness/skill test requirements.

Reimbursement

Reimbursements are available to those who successfully pass Lifeguard Training or Water Safety Instructor courses through the City of Fort Collins, are hired, and fulfill their contract. Certification must have been acquired between January 1, 2011 and May 31, 2011. The refund for the class (American Red Cross fee and books excluded) will be processed through RecTrac at the end of the 2011 summer season (September 4, 2011.) To be eligible, lifeguards must be scheduled at least **20 hours per week** during the entire summer season. Water Safety Instructors will qualify for a reimbursement if they teach **5 out of the 13** sessions offered. Eligible staff members will become ineligible for reimbursement if they accumulate two or more strikes during the 2011 summer season. **If you have committed to being a sub guard or sub swim instructor, you will not be eligible for reimbursement regardless of the number of times you sub.**

Certifications

All lifeguards are required to hold and maintain current certification in American Red Cross Lifeguard Training, First Aid, CPR for the Professional Rescuer and AED. Instructors must hold a current certification in American Red Cross Water Safety Instruction, CPR for the Professional Rescuer, AED and First Aid. The City will provide classes for current employees at a discounted rate when possible. The City is not responsible for covering any class costs of expired certifications or instructional materials (i.e., books) or cert fees. Anyone failing to keep certifications current will be taken off the work schedule.

Leave Policy

All employees are responsible for hours they are scheduled to work. Absenteeism will be excused only as the following guideline dictates:

1. Employees are responsible for finding their own substitute if they must cover a shift.
2. Substitutes must be recorded in the **sub book** at the appropriate facility and signed by a manager. The sub agreeing to do the shift, must call or talk to the manager in person at the appropriate facility, talk to the manager on duty to let them know that they have agreed to do the shift. When the phone call is made the manager will sign the sub book. The sub is not guaranteed until the sub book is signed by the manager.
3. When an employee cannot work due to an illness the employee is ultimately responsible for finding coverage for the shift. The employee must call at least **2 hours** prior to the start of the shift and **speak to the manager on duty at the facility where you are scheduled to work at.** Let the manager know who has been called. If the employee has made no effort and has not followed this procedure, it will result in a "no show." Two strikes may be assessed against an employee's record. Employees missing more than one consecutive day from work due to illness are required to provide their supervisor with a doctor's note.
4. When an employee cannot work due to an emergency, and cannot locate a substitute, he/she is expected to call the manager on duty where you are scheduled to work. The employee must call no less than **2 hours** before scheduled shift. If the employee has made no effort and has not followed this procedure, it will result in a "no show".
5. If an employee will not be arriving 15 minutes prior to the start of a shift, he/she should call the facility and inform the manager **before** the 15 minute window begins.
6. If an employee is not at work 15 minutes prior to the start of a shift and has not called to let his/her manager know he/she is going to be late, the employee may be reprimanded with a "late." One strike

may be assessed against an employee's record. If an employee has accumulated 2 strikes he/she will need to meet with a supervisor to complete a **Disciplinary Action Form**. An employee with 3 strikes may be terminated.

7. If an employee fails to show up for a shift and has not called or located a substitute for that shift, the employee will be charged with a "no show." This is equivalent to 2 strikes and will be processed as above (#6).
8. Substitutes who cannot fulfill the agreed schedule change must secure a second substitute and are subject to all the above guidelines.
9. **Swim instructors may only miss one day of lessons per lesson session.** The substitute must be recorded in the **sub book** following the same procedures found in #2 above; lesson plans and rosters are to be submitted to the substitute covering your shift. As of January 1, 2008 any swim lesson instructor missing more than one day of lessons per session will be given **two strikes**.
10. Employees missing work for a funeral are required to bring a funeral notice or program to their supervisor.

Sub Book - Form

SUB BOOK Form

Date: March 4, 2011 Day: Friday

Name	Substitute	Shift	Sub Int + Manager Signature (Must have both to be valid)	
Joe Montana	Brian Griese	4-8 PM	BG	John Elway

Please Note: For Sub shift to be valid – the sub and a manager’s signature are required

Employee Discipline

Employee discipline is intended to correct behaviors which impede an employee's ability to effectively carry out his or her job. Behavior which is deemed detrimental to a team environment or that which can be considered hurtful or disrespectful to other employees is also subject to disciplinary action.

General Disciplinary Action Process: (Under normal circumstances the following shall be applied)

Each employee **may** be allotted **three (3) strikes** before termination. After an employee receives **two (2) strikes** he or she **may be placed** on a probation period (usually three months) in which a third strike must be avoided to remain on staff payroll.

If an employee passes the probation period without receiving a third strike, all offenses may be removed from his/her employee record and the employee will receive a 'clean slate.' All strikes are void three months from the date of the **last issued** offense. IE: If an employee receives one strike March 10, it will expire June 10 so long as no further strikes occur during the three month period.

Different offenses carry different strike values:

Improper Staff uniform	1/2 Strike
Excessive talking on the guard stand	1/2 Strike
No fitness/skill check off	1 Strike
Late to a shift without proper notice	1 Strike
Late to shift without proper notice after "15 min. window"	1.5 Strikes
No-showing to a shift without proper notice	2 Strikes
Missing more than one day of swim lessons within a session	2 Strikes
No-showing to safety training without proper notice	2 ½ Strikes

Managers/Supervisors reserve the right to issue strikes for any other offense they deem worthy.

To document ANY offense, a **DISCIPLINARY ACTION FORM** must be used and/or a manager can leave a message with the Recreation Coordinator or Recreation Supervisor. If the manager leaves a message he/she must follow it up with a **DISCIPLINARY ACTION FORM**. If an employee is not available for signature, please note that on the form. The form will be kept on file during the strike's duration and recorded in the Manager's Log Book at EPIC. More serious offenses worth **more than two (2) strikes** may qualify the employee for automatic probation or termination.

The purpose of a **DISCIPLINARY ACTION FORM** is to address a specific problem or behavior of an employee and discuss how the employee may be more effective within our organization. Any resulting disciplinary action is intended to be corrective; consequences are intended to be appropriate for the violation and applied consistently and will be conducted by the Recreation Coordinator or Recreation Supervisor.

EMPLOYEE DISCIPLINARY ACTION FORM

Employee's Name: Jeff Dean Date: 1/2/09

Position: Lifeguard Time: 1:15 A.M. P.M.

Manager on Duty: Greg Josephs

Description of Incident, Nature of Misconduct:

Jeff you did not show up for your 12:30-6 PM shift at EPIC. No sub was recorded in the sub book, And a sub did not come. In the future you must follow our leave policy

Witness: Brittany Smith

0 + 2 = 2
#of Current Strikes on File # of New Strikes for Offense Total Strikes on File

Manager: Greg Josephs Date: 1/2/09

Employee: Jeff Dean Date: 1/5/09

Follow-Up (Fulltime Employee)

Recommendation for improvement:

Jeff you have 2 strikes – 3 strikes in the next 3 months and you may be terminated from your position. You need to make sure your subs are recorded in the sub book and signed off by both a manager and your sub.

Disciplinary Period: 3 months 4/2/2009

Aquatic Supervisor: KH Date: 1/5/2009

Employee: Jeff Dean Date: 1/05/2009

Payroll Guidelines

1. It is the **employees** responsibility to use the time clock to complete time worked. Failure to do so may result in disciplinary action.
2. **Each employee will have an ID number that will be used at each facility.** Please note the facility code that can be found at each facility and clock in accordingly. Each position will have its own code and will be used for the job you are completing that day.
3. The fitness/training requirement is to be recorded at EPIC by a manager or supervisor prior to the end of the pay period on the fitness tally located at each pool.
4. Employees should clock in for the **15 minutes prior** to the start of their shifts. Employees are expected to be in uniform and ready to work during this 15 minutes.
5. **Employees are not paid to shower at the end of their shift.**
6. It is the **employee's responsibility** to speak with the manager to document their time if they fail to clock in or out for a shift. Please make sure to fill out a Payroll Exception Sheet (see form page 24)
7. Paychecks may be viewed @www.globalcashcard.com. All pay checks are direct deposit.
8. Water Safety Instructors are paid **30 minutes per session**, at the end of the session for each session they teach. This time is for completing required paperwork (American Red Cross Course Record Sheets and Progress Cards). Paperwork must be turned in **on time** in order to be paid for this task. The lesson manager will submit these hours when completed.
9. Employees may make changes on their W-4 form at any time by completing a new W-4 card and sending it to Accounting.

Timeclocks



Each employee (see above) who works at more than one facility, will clock in at each each facility using their employee number. When clocking in, please make sure to use the proper **job code** for the position you are working at that time. Job codes are posted at the time clock as well as a cost code for the facility.

Again, hours for different positions (i.e., instructor & lifeguard) must be entered by job code.

Time will automatically be recorded for the time worked. If you fail to check-in or check-out, you must get a manager to document the hour you should have signed in at and/or the time you should have clocked out. You must complete a Payroll Exception sheet for the time to be changed.

Payroll Exception Sheet

Payroll Exception Sheet				
Name	Suzy Q		Date	1/15/2009
Failed to (please circle one)	CLOCK-IN	CLOCK -Out	Job Code (What job you are working)	Cost Code (Location)
Time should have been	5:30 AM		2611	704321
Signature	Manager/Supervisor		Signature	
<p align="center">Please circle location</p> <p align="center">Please leave in Suzy's box at MP, SC & EPIC – in Cashier drawer at CPP</p>				

Job Codes

2190	Pool Coordinator
2444	Pool Manager
2611	Lifeguard
2613	Lifeguard/Instructor
2716	Specialty Instructor
2733	Water Safety Instructor
2735	Private Lesson Instructor

Cost Codes

704321	EPIC
704341	Mulberry Pool
704351	City Park Pool
704425	Senior Center Pool

Evaluations and Drills

Table of Contents

WSI Evaluation Explanation	27
Lifeguard Evaluation Explanation	27
Manager Evaluation Explanation	27
WSI Evaluation Form	28
Lifeguard Evaluation Form	30
Lifeguard Evaluation of Manager Form	32
Drill Explanations	33
Simulated Drowning Drill Form	34
Simulated Rule/Red Bottle Drill Form	35
Red Shirt Drill Form	36

Evaluations and Drills

A pool manager or supervisor may randomly evaluate an employee at any time. Lifeguards and Instructors are also able to evaluate their pool manager at any time. The purpose of the evaluations is to let employees know what they are doing well and what could be improved upon. At the conclusion of the evaluation process, the evaluator will sit down with the employee and discuss the evaluation. When an evaluation is done on a manager, it will be turned in to the Recreation Supervisor or Coordinator to be discussed with the manager. All of the evaluations include six categories which are scored on a scale of 1 through 5. The points are calculated to determine a final point value. This value is shared with the employee who has been evaluated.

Water Safety Instructor (WSI) Evaluation

1. Instructor's Rapport With Students
2. Use Of Teaching Methods
3. Instructor to Student Communication Skills
4. Instructional Motivation and Attitude
5. Lesson Organization
6. Appearance



Lifeguard Evaluation

1. Area Coverage/10 Second Scan
2. Rule Enforcement
3. Lifeguard to Patron Communication Skills
4. Workplace Motivation and Attitude
5. Time Management/Reliability
6. Appearance

Manager Evaluation

1. Appearance / Professionalism
2. Fairness/Motivation and Attitude while on duty
3. Communication Skills with patrons and staff
4. Knowledge of rules enforcement and policies
5. Handling conflict with staff and patrons

Water Safety Instructor Evaluation

EPIC

Mulberry

City Park Pool

NAME: Bobby Brown DATE: 8/10/08

CLASS LEVEL: Advanced Guppy CLASS SIZE: 6

Instructor Performance is based on the following categories. In each category Instructors are rated from 1 to 5, 1 being poor performance and 5 being exceptional. Points from each category are added to equal the final score provided below.

INSTRUCTORS: Please feel free to respond to this evaluation on the back of this form or on a separate piece of paper.

1. INSTRUCTOR'S RAPPORT WITH STUDENTS (How does the Instructor act toward the students? How do the students act toward the Instructor?)

1

2

3

4

5

You are very good with the babies, smiling and talking and singing. ☺ They seem to like you!!

2. USE OF TEACHING METHODS (How does the Instructor use activities and procedures to teach swimming skills effectively?)

1

2

3

4

5

Good use of cues, Ready – Set – Go for jumps. You showed them how to submerge the babies before they did it, and did it in the wader pool – Thanks for not doing it in the therapy pool.

3. INSTRUCTOR TO STUDENT COMMUNICATION SKILLS (How effectively does the Instructor convey verbal instructions? What type and level of language does the Instructor use toward the students?)

1

2

3

4

5

Good communication with parents and kids – also with the patrons in the therapy pool when your class moved over.

4. INSTRUCTIONAL MOTIVATION AND ATTITUDE (To what level does the Instructor appear to enjoy teaching lessons? What level of effort is put into conducting class?)

1

2

3

4

5

You obviously enjoy teaching this level. It's a good fit for you. You always have a positive attitude and care about doing a good job.

| OVER)

5. LESSON ORGANIZATION (To what level does the Instructor maintain class control and effectively use time during the lesson?)

1

2

3

4

5

☺ *You started on time, sang songs, did skills. You never seem at a loss for what skill or song to do next.*

6. APPEARANCE (To what level is the Instructor dressed appropriately for class with whistle and proper uniform?)

1

2

3

4

5

Where is your whistle???? Otherwise, you look good in your royal blue staff suit.

TOTAL POINTS:

28 / 30

CLOSING COMMENTS:

I really like working with you, Bobby. You do a great job for us.

INSTRUCTOR COMMENTS:

Belle Smith

8/10/11

Evaluator's Signature

Date

Bobby Brown

8/10/11

Instructor's Signature

Date

Lifeguard Evaluation

EPIC

Mulberry

City Park Pool

NAME: Andy Moore DATE: 6/24/2008

APPROX. ATTENDANCE: 50-75 at the time of evaluation STATION: Dock

Lifeguarding performance is based on the following categories. In each category Lifeguards are rated from 1 to 5, 1 being poor performance and 5 being exceptional. Points from each category are added to equal the final score provided below.

LIFEGUARDS: Please feel free to respond to this evaluation on the back of this form or on a separate piece of paper.

5. AREA COVERAGE/10 SECOND SCAN (How efficiently does the Lifeguard scan his/her area? To what extent does the Lifeguard appear to feel comfortable with conditions at his/her station?)

1 2 3 4 5

Great 10 sec. scan!!!! Keeping aware of your surroundings.

6. RULE ENFORCEMENT (To what extent does the Lifeguard enforce pool rules? To what extent is the Lifeguard proactive in preventing possibly dangerous situations?)

1 2 3 4 5

Good job of enforcing rules, asks questions to the manager when unsure, could be a little louder sometimes.

7. LIFEGUARD TO PATRON COMMUNICATION SKILLS (How effectively does the Lifeguard convey verbal instructions? What types of language and tones of voice does the Lifeguard use when speaking with patrons? How effectively does the Lifeguard answer or redirect patron questions?)

1 2 3 4 5

Andy is courteous and polite when talking with patrons and redirects questions accordingly.

8. WORKPLACE MOTIVATION AND ATTITUDE (To what level does the Lifeguard appear to enjoy lifeguarding? What level of effort is put into guarding/cleaning or other assigned duties?)

1 2 3 4 5

Excellent attitude at work, Andy has come in many times to help out (when your weren't scheduled)

5. TIME MANAGEMENT/RELIABILITY (To what level does the Lifeguard demonstrate punctuality? Does the Lifeguard come to work/rotate on time? Does the Lifeguard make time to accomplish all assigned tasks such as cleaning?)

1

2

3

4

5

Extremely reliable and helpful, great team member.

6. APPEARANCE (To what level is the Lifeguard dressed appropriately for work with whistle and proper uniform. Does the Lifeguard appear focused and professional?)

1

2

3

4

5

Always in your staff uniform.....whistle, swim trunks (royal blue) and fanny pack,

TOTAL POINTS:

29 / 30

CLOSING COMMENTS:

Andy is an excellent guard, hard working and friendly.

LIFEGUARD COMMENTS:

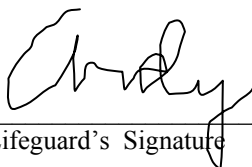
I enjoy working at City Park Pool and thank you for your evaluation.



6/24/11

Evaluator's Signature

Date



6/24/11

Lifeguard's Signature

Date

City of Fort Collins Aquatics Division
MANAGER EVALUATION

MANAGER: Amy Brown FACILITY EPIC

YOUR NAME : Lisa Chantry

Please rate the manager you have worked with on the following qualities. It is very helpful if you include comments.

1 – Needs Improvement 2 – Low 3 – Average 4 – Above Average 5 – Excellent

1. Appearance / Professionalism:

1 2 3 4 (5)

2. Fairness / Attitude while on duty:

1 2 3 4 (5)

3. Communication with Patrons and Staff:

1 2 3 4 (5)

4. Knowledge of Rules Enforcement and Policies:

1 2 3 4 (5)

5. Handle conflict situations with staff and patrons:

1 2 3 4 (5)

6. Overall Job Performance:

1 2 3 4 (5)

7. Please describe a situation you have seen this manager handle situation exceptionally well:

There was the night synchro got in an argument with the dive team. She was getting yelled at, but handled things well.

8. Any suggestions to help this manager to improve their skills:

9. Other comments: (Please feel free to use the back if necessary) *Great Gal! I love working with her.*

Drill Descriptions

Simulated Drowning Drill



Staff drills (simulated “drowning” and/or “victim” down in the locker rooms) will be performed at random. The purpose is to ensure proper procedures will be followed in the event of an actual emergency, and to evaluate the alertness and reaction of staff members during an emergency. These drills will be unannounced.

The entire staff on duty will be evaluated on the following categories:

1. How long did it take to notice the victim? (10 seconds is acceptable.)
2. How long did it take to rescue the victim and remove him/her from the water and/or location in the locker room, bleacher area, etc.?
3. What method was used to rescue the victim?
4. Did the primary rescuer blow two whistles and/or three whistles to obtain backup coverage?
5. How did the rest of the staff respond to the two whistles and/or three whistles?

All involved staff members will be given the opportunity to read the **Simulated Drowning Form** and respond to the evaluation. Please be familiarized with the form in the coming pages.

Simulated Rule Drill

Rule drills will be performed at random. The purpose is to ensure proper rule enforcement and to evaluate the consistency and reaction of staff during interaction with patrons. These drills will be unannounced.

The staff member will be evaluated on the following categories:

1. How long did it take to notice the broken rule?
2. How many seconds were taken to confront the patron?
3. How did the guard handle communication with the patron?

Staff will be given the opportunity to read the **Simulated Rule Drill** and respond to the evaluation. Please see the following sample form.



Red Bottle Drill

The Red bottle drill will be performed at random. The purpose is to ensure proper scanning techniques and to evaluate the consistency and reaction of staff during open pool hours. This drill will be unannounced. The drill consists of a manager throwing a red nalgene bottle into the pool at any given time. Staff must acknowledge that they have seen the bottle by raising their rescue tube into the air in less than 10 seconds.

Red Shirt Drill



The Red Shirt drill will be performed at random. The purpose is to ensure teamwork in dealing with emergency situations. This drill will be unannounced. The drill consists of a staged emergency that staff needs to react to as a team. Staff will be evaluated on their emergency procedures as well as their working together as a team.

Simulated Drowning
Form

EPIC

Mulberry

City Park Pool

VICTIM: Nicole Schwab DATE: 4/18/2009

APPROX. ATTENDANCE: 65+ TIME: 4:00 AM ☒ PM

ACTIVITY IN THE POOL Recreational Swim and lap swimming

LIFEGUARD THE DRILL WAS CONDUCTED ON Jack Black

LIFEGUARD WHO MADE THE SAVE Jack Black

HOW MANY SECONDS WERE TAKEN TO SPOT THE VICTIM? 6 SAVE THE VICTIM? 11

(10 seconds acceptable)

OTHER GUARDS ON DUTY (And their locations): Jack – diving well/east lap lanes, Charlie Sue – Spa, Joe Miller – Play structure north, Suzy Anderson – Down Guard, Betty Smith – Lap lanes/platstructure west, Jim Bunch - dock

DETAILED EXPLANATION OF THE DRILL (Reaction of other guards, reality of the victim, response of the main rescuer, proper procedure followed, etc.):

Nicole jumped off the diving board and became an active victim. Jack noticed her right away and blew two loud whistles. Suzy cam running out and immediately started guarding the diving well/east lap lanes. Jack did a compact jump off the stand and pre formed an active victim rescue. Jack brough Nicole to the side and made sure she got out of the pool

REMARKS FROM MANAGER/SUPERVISOR:

WONDERFUL SAVE!!!!

REMARKS FROM THE GUARD THAT MADE THE SAVE:

My training and practice has really paid off. I felt really good about my rescue.

REMARKS FROM OTHER INVOLVED PERSONS

Ku

4/18/11

Jack

4/18/11

Evaluator's Signature Date

Lifeguard's Signature Date

Simulated Rule Red Bottle
Drill

EPIC

Mulberry

City Park Pool

NAME: Caden Stewart DATE/TIME: 8/12/09 2:00 PM

APPROX. ATTENDANCE: 120+ STATION: East Shallow End.....

LIFEGUARDS: Please feel free to respond to this evaluation on the back of this form or on a separate piece of paper. Your feedback is valued!

SIMULATED PATRON (If applicable): Jim Irvin

SECONDS TAKEN TO CONFRONT PATRON/SEE RED BOTTLE: 8

DETAILED EXPLANATION OF DRILL (What rule was being broken, how did the lifeguard respond, how did the evaluator expect the situation to be handled, see red bottle etc.)

We put Jim (5 years old) in a lifejacket. We had him go on the other side of the rope without a parent.

LIFEGUARD RESPONSE TO SITUATION (How did the lifeguard react to the broken rule/or red bottle? If a rule was broken, did the guard explain the policy, ask nicely but firmly, etc.? If red bottle, did the guard respond in a timely manner?)

Caden blew his whistle at Jim and asked him to be on the other side of the rope. Caden also took the initiative and spoke to Jim's parent to make sure that they are an arm's length away from him at all times while he is wearing a lifejacket.

ADDITIONAL REMARKS FROM MANAGER/SUPERVISOR (What was done well, what could be improved upon?)

Great job, especially talking to the parent! Thanks for being consistant on rules.

REMARKS FROM INVOLVED GUARD(S)



8/12/11

Evaluator's Signature

Date



8/12/11

Lifeguard's Signature

Date

RED SHIRT EVALUATION**CARDIAC
CPR/AED**DATE 5/12/2009 TIME 3:00 PMFACILITY EPIC EVALUATOR Martin MunozDeep X Shallow _____ Dry Land _____Breathing _____ Non-breathing X Conscious _____ Unconscious _____ No pulse _____**FIRST RESPONDER'S NAME:** Jerry Blue8 Seconds to identify the emergencyYes EAP Activated/Alarm soundedYes Exit chair safely & enter the water safely & appropriatelyYes Appropriate rescue equipment: Tube Yes, other _____10 Seconds to respond to the emergencyYes Perform an appropriate carry if necessary or a rescue if in the waterYes Maintain contact with victim, do not abandonNo Talk to the victimYes Extract the victim from waterSecondary & Tertiary responders: Nancy Red, Melanie YellowX Assess vitals: Yes airway Yes breathing Yes pulseYes Call EMS/91138 Time taken to give 1st breath (under 1 min)Good Rescue Breathing/CPRYes Monitor or reassess ABCsGood Patient surveyYes Secondary assessmentYes Clear pool and maintain crowd controlX BSI/PPE: No gloves Yes mask

other: _____

X Equipment brought to scene: Yes 1st aid bag Yes AED _____ Seizure blanket

Obtain a S.A.M.P.L.E. (attach a completed accident report form)

Course of Action/Skills for review: The group worked well together as a team. Everyone stepped in and took a part in the rescue. The only thing blatantly missing were the gloves. Remember you need to protect yourself!!Yes PASS

____ NEEDS IMPROVEMENT

MANAGER ON DUTY

Johnny Depper

print

signature

EVALUATOR

Martin Munoz

print

signature

RED SHIRT EVALUATION**HEAD/NECK/BACK INJURY**DATE 5/12/2009 TIME 3:00 PMFACILITY EPIC EVALUATOR Martin MunozDeep _____ Shallow x Dry Land _____ @ Surface _____ Submerged _____

Breathing _____ Non-breathing _____ Conscious _____ Unconscious _____

FIRST RESPONDER'S NAME: Johnny Depper25 Seconds to identify the emergencyYes EAP Activated/Alarm soundedNO Exit chair safely & ease into the water & use a wave-less approachYes Appropriate rescue & turn Yes Head chin support, _____ Head splintYes Assess consciousness and breathingYes Call EMS/911**RESPONSIVE / BREATHING**Yes Maintain in-line stabilizationYes Call for a backboard & assistanceYes Safely secure victim to back boardYes Talk to the victimYes Extract the victim from waterYes Secondary assessment**UNRESPONSIVE / NO BREATHING**

_____ Quick Out

_____ Assess vitals: _____ A _____ B _____ C

_____ Time taken to give 1st breath
(Under 2 minutes)

_____ Rescue Breathing/CPR

_____ Monitor or reassess ABCs

x Secondary & Tertiary responders: Billie Blue, Sallie SaladYes Clear pool and maintain crowd controlx BSI/PPE: Yes gloves Yes mask

_____ other: _____

x Equipment brought to scene: _____ 1st aid bag _____ AED _____ Seizure blanketx Obtain a S.A.M.P.L.E. (attach a completed accident report form)

Course of Action/Skills for review: Make sure that you are doing your scans. Your response to the incident was slow. When you made your entry into the water you did not take into account the depth of the pool at that point. Please make sure to use the proper entry for that depth of water. Teamwork with the rest of the staff was fantastic. You took control and made sure that everything was taken care of. Team members pitched in and carried out their duties in a timely manner once the EAP was started.

_____ PASS

x NEEDS IMPROVEMENT

MANAGER ON DUTY

Johnny Depper

print

signature

EVALUATOR

Martin Munoz

print

signature

RED SHIRT EVALUATION**F.B.A.O.
CHOKING**DATE 5/12/2009 TIME 3:00 PMFACILITY EPIC EVALUATOR Martin MunozDeep _____ Shallow _____ Dry Land XBreathing Yes Non-breathing _____ Conscious Yes Unconscious _____**FIRST RESPONDER'S NAME:** Johnny Depper10 Seconds to identify the emergencyYes EAP Activated/Alarm soundedN/A Exit chair safely & enter the water safely & appropriately if needed15 Seconds to respond to the emergencyYes If conscious obtain consentYes Encourage coughingYes Give cycles of 5 back blows to 5 abdominal thrustsYes Victim loses consciousness safely lowered to the floor, Yes sweep Yes breathe, Yes repeatOK Unconscious- perform initial assessmentOK Re-tilt and reattempt breaths

_____ Thrust, _____ Sweep, _____ Breathe, _____ Repeat

Yes Correct hand positionYes Monitor or reassess ABCsYes Rescue Breathing/CPROK Secondary & Tertiary responders: Gerald Green, Patsy PurpleYes Call EMS/911N/A Patient surveyN/A Secondary assessmentN/A Clear pool and maintain crowd control_____ BSI/PPE: Yes gloves Yes mask

_____ other: _____

_____ Equipment brought to scene Yes 1st aid bag _____ AED _____ Seizure blanketYes Obtain a S.A.M.P.L.E. (attach a completed accident report form)Course of Action/Skills for Review Great job responding quickly. Way to be alert when doing walk throughs in the locker room. Team acted as a team and manage the situation with professionalism.Yes **PASS**_____ **NEEDS IMPROVEMENT**

MANAGER ON DUTY

Johnny Depper

print

signature

EVALUATOR

Martin Munoz

print

signature

Incidents and Accidents and Emergency Procedures

Table of Contents

Whistle Codes.....	40
Saves.....	40
Accident Report Explanation.....	40
Accident Report Form - Long and Short	41
Incident Report Explanation	44
Incident Report Form	45
Injuries	47
Chlorine Leak	47
Power Failure	47
Fire Alarm Procedure	48
Emergency Action Plan	49

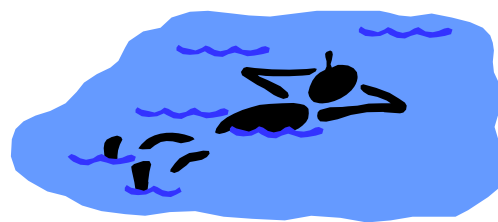


Whistle Codes

- 1 Short Blast - To get the attention of a patron
- 1 Long Blast - To get the attention of all the patrons and clear the pool.
- 2 Short Blasts - To get the attention of a staff members when going in for an assist/ Assistance of another lifeguard.
- 3 Short Blasts - EMERGENCY** (i.e., spinal injury, heart attack, stroke, not breathing, submerged victim)

This will get a rescuer four things:

- The pool cleared
- Backboard
- 911 called
- AED



Saves

Lifeguards must **always** use whistle blasts before entering the water for any type of save. If the lifeguard has determined that a **backboard or 911 is needed, the lifeguard will blow 3 short** whistle blasts before entering the water. Two short blasts are used for assists. Rescue tube use is required when entering the water for a save (except certain spinal injury rescues).

Once contact with the victim has been made, that lifeguard becomes the primary rescuer and will direct all other lifeguards that become involved. If EMS is not needed, the lifeguard will complete the necessary paperwork with the victim in the guardroom. It is recommended that a parent or guardian is notified if victim is under the age of 16.

The down guard or manager needs to cover the area deserted by the rescuing guard immediately and remain there until the original lifeguard or a relief returns. Guards in the surrounding areas may need to physically move to help provide overlap coverage of the pool. The lifeguard who made the initial save is not to return to his/her station until he/she feels physically and mentally capable to resume guarding.

Accident Reports

An Accident Report must be completed any time someone is **injured and/or First Aid rendered**. The Accident Report is to be completed immediately regardless of how trivial the injury may seem. For injuries that are minor The report should include how the accident occurred in the victim's words, the First Aid responder's account of the accident, the time and date of the accident, witnesses, the extent of the injury, and if paramedics were called (and what they said and did). If there are any questions regarding either the Incident Report or Accident Report, do not hesitate to ask the pool manager on duty or a supervisor. If the AED is used, there are additional forms found in the AED box to be filled out by the pool manager on duty or a Recreation supervisor or coordinator. After report is filled out, make sure to have manager on duty review. For **minor Accidents**, you may use the Short Form.

Fort Collins Cultural, Libraries & Recreational Services
ACCIDENT REPORT FORM

Date of Report 5/8/2011 Time of Report: 3:45 PM

Employee filling out report: Jeremiah John

LOCATION:

 EPIC, 1801 Riverside Avenue, Fort Collins, CO 80525 (221-6683)
 X Mulberry Pool, 424 W Mulberry Street, Fort Collins, CO 80521 (221-6657)
 City Park Pool, 1599 N Bryan Street, Fort Collins, CO 80521
 Senior Center Pool, 1200 Raintree Drive, Fort Collins, CO 80525

Date of Injury: 5/8/11 Time of Injury: 3:00 AM/PM

Name of Injured: Sally Blue Age: 8

Address: 1234 Southridge Dr

City: Fort Collins State: CO Zip Code: 80529

Phone Number: 221-2222 Cell Phone Number: 691-5555

Patrons account of accident: I was running on the deck and slip and fell and hit my head on the floor and bit my lip

Location of accident: North side of pool near steps in the shallow area

Detailed description of injuries (Facts Only) Sally has a small cut on the inside of her mouth

First Aid Rendered by: Jeremiah John

What type of 1st Aid was administered to injured person? Wiped area clean and gave her an ice pack

Number of staff on Duty: 7 Approximate Attendance: 100

If injured is a minor, were parents phoned or was a responsible adult notified here in the facility? Yes

****SEE BACK SIDE****

Were paramedics called? No

Approximate arrival time? N/A

Was injured person taken to hospital? N/A

WITNESSES TO ACCIDENT (NOT EMPLOYEES)

Name: Jill Don Phone Number: 221-9999

Name: Joey Six Phone Number: 484-8888

Name: Mary Blue Phone Number: 221-2222

EMPLOYEES WITNESSES

Name: Jeremiah John Phone Number: On file


Name: Stephanie Red Phone Number: On file

Name: Johnny Green Phone Number: On file

Additional remarks: We talked with Sally about why we ask kids not to run. She was more scared then anything else because of the blood. After she calmed down, she went back into the water and had a good time

SHORT FORM - ACCIDENT REPORT

POOL City Park Pool

Date	Name of Injured	Age	Injury	Action Taken	Parent/Guardian Notified	Staff Initial
5/22	John Doe	8	<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input checked="" type="checkbox"/> Scrape <input type="checkbox"/> Other:	Cleaned area thoroughly and covered with bandage.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Name: Mary Doe Phone: 212-3333	
			<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input type="checkbox"/> Scrape <input type="checkbox"/> Other:		<input type="checkbox"/> Yes <input type="checkbox"/> No Name: Phone:	
			<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input type="checkbox"/> Scrape <input type="checkbox"/> Other:		<input type="checkbox"/> Yes <input type="checkbox"/> No Name: Phone:	
			<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input type="checkbox"/> Scrape <input type="checkbox"/> Other:		<input type="checkbox"/> Yes <input type="checkbox"/> No Name: Phone:	
			<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input type="checkbox"/> Scrape <input type="checkbox"/> Other:		<input type="checkbox"/> Yes <input type="checkbox"/> No Name: Phone:	
			<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input type="checkbox"/> Scrape <input type="checkbox"/> Other:		<input type="checkbox"/> Yes <input type="checkbox"/> No Name: Phone:	
			<input type="checkbox"/> Bloody Nose <input type="checkbox"/> Bee Sting <input type="checkbox"/> Cut <input type="checkbox"/> Scrape		<input type="checkbox"/> Yes <input type="checkbox"/> No Name:	

			<input type="checkbox"/> Other:		Phone:	
--	--	--	---------------------------------	--	--------	--

Incident Reports

An “incident” is a situation or activity that requires documentation. This includes, but is not limited to, **thefts, minor rescues, capsized boats at City Park Pool, temporary pool closures due to water contamination, misbehaving children, fights, etc.** An Incident Report should describe the incident accurately and thoroughly, and include the names of every person involved (if applicable and possible) as well addresses and phone numbers. The names and phone numbers of any witnesses are also very helpful. When a guard enters the water for a rescue, the Incident Report should state the guard’s name and the exact location of the rescue. For thefts or vandalism, suggest the victim make a report with the City of Fort Collins Police Services or **call the Fort Collins Police Department at 221-6540** (please note on the Incident Report if the patron chose to contact the police). After report is filled out, take to manager on duty who will review and then turn form into the Recreation Supervisor.

Fort Collins Cultural, Libraries & Recreational Services

Incident Report Form

Date of Report 04/29/2011 Time of Report: 1:00 PM

Employee filling out report: Sally Begood

LOCATION:

X EPIC, 1801 Riverside Avenue, Fort Collins, CO 80525 (221-6683)
____ Mulberry Pool, 424 W Mulberry Street, Fort Collins, CO 80521 (221-6657)
____ City Park Pool, 1599 N Bryan Street, Fort Collins, CO 80521
____ Senior Center Pool, 1200 Raintree Drive, Fort Collins, CO 80525

Person involved in incident Mary Snow Phone 000-0000

Time of incident: 12:50 PM

Date of incident: 04/29/2009

Location of incident? Diving well south end next to ladder

Patron's account of incident? I was swimming along and all of a sudden my calf
started hurting and I couldn't kick with my legs. I started to swallow a lot of water and couldn't
get to the side.

WITNESSES TO INCIDENT (NOT EMPLOYEES)

Name: Jacob Snow

Phone Number: 000-0000

Name: John Doe

Phone Number: 111-1111

Name: Susie Flower

Phone Number: 222-2222

Were the police contacted? NO

Case Number: NA

Officers Name (attach card if available): NA

****SEE BACK SIDE****

Disciplinary action taken (if any, describe): Talked with the group about being in the deep end and found out how old they were. We talked about the rules and why it is important to follow them. Two of them were under 6 and were not accompanied by an adult. Made sure that they knew they had to have an adult with them and needed to take the swim test.

EMPLOYEES ON DUTY

Name: John Frank Phone Number: on file
Name: Leslie Nelson Phone Number: on file
Name: Justin Knox Phone Number: on file

Additional remarks: Mary is only 5 years old and was not with an adult. Spoke with the adult who came with her and made sure that she understands the rule. Mary had not been swim tested to be in the deep water. She was scared more than anything.

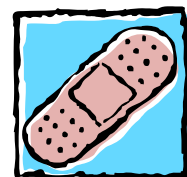
Follow-Up (Fulltime Employee)

Further action taken: _____

Injuries

These procedures should be followed for injuries such as cuts and wounds, nosebleeds resulting from injury, sprains, etc.:

1. First Aid is to be administered in the guardroom.
2. The manager should be notified immediately
3. An Accident Report must be completed, and a parent or guardian may be notified at the discretion of the manager.
4. Under **no circumstances** shall an employee transport an injured person.



These procedures should be followed if an injury may be serious:

1. First Aid should be administered immediately.
2. The manager should be notified immediately
3. An attempt should be made to contact a parent or guardian. If they can not be reached or are unable come to the pool to pick up the injured patron, an ambulance will be called. **If the injury is more serious in nature, call 911 immediately.** There is no charge for paramedics to respond on site. The paramedics can make a determination if the patron needs to be transported. if a patron is transported to the hospital, they are responsible for the charges incurred.

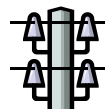
Any patron who has a concern about a personal injury that occurred on City property should be referred to the pool manager, who will direct them to the City of Fort Collins Risk Management.

Chlorine Leak

1. Clear the pool immediately and follow the site-specific Emergency Action Plan for chlorine evacuation.
2. Only trained personnel are to enter the chemical room at any given time.
3. The pool technician must be notified immediately of any problems with the chlorine system by the pool manager.

Note: Chlorine gas (Cl₂) is heavier than air and will either collect in low-lying pockets of air or will flow downhill. If chlorine exposure to the skin occurs, flush with large amounts of water for a minimum of 15 minutes and seek professional assistance.

Power Failure



1. Lifeguards will blow one long whistle to clear all of the pools. Swimmers may remain on the pool deck, but must be out of the water.
2. Lifeguards need to go into the locker rooms and check on guests.
3. Turn off all showers.
4. Patrons should remain sitting or standing where they are until power is restored (those wishing to leave the building are permitted to do so).



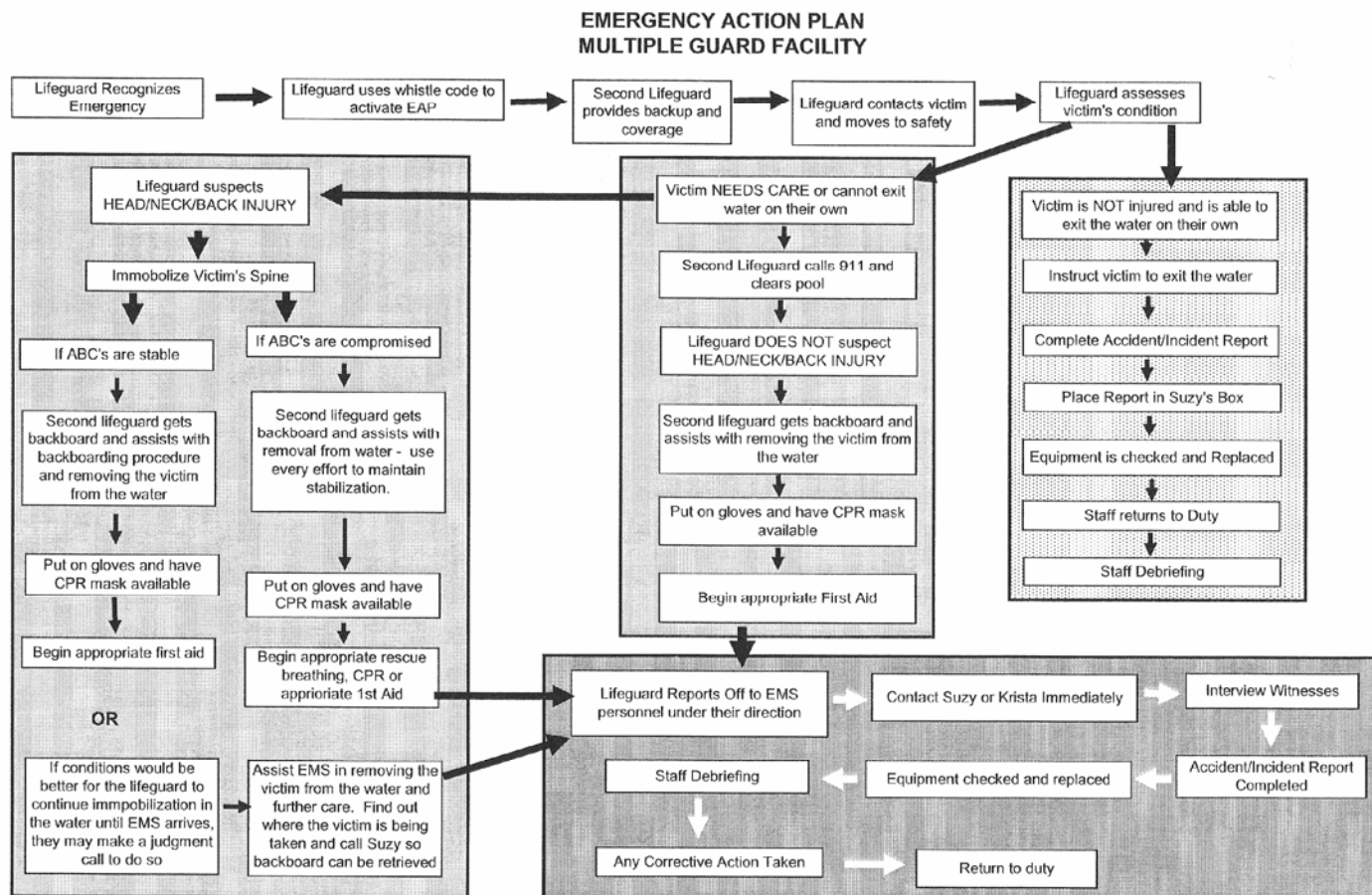
Fire Alarm Procedure

1. Lifeguards will blow one long whistle to clear all of the pools. Follow the site-specific **Emergency Action Plan** for fire alarms.
2. Quickly and calmly, all the guards should lead swimmers from his/her area to the nearest exit.
3. The manager will designate a staff member to go into the appropriate locker room to inform patrons where to exit in accordance with the site-specific **Emergency Action Plan** . The deep-end guard is responsible for bringing up any SCUBA divers in that area.
4. No one may re-enter the building or pool area until the fire department permits.
5. In some cases, the manager may decide to hold all patrons at the exit door until the alarm is investigated (this is **only** at the discretion of the manager).

Emergency Action Plans

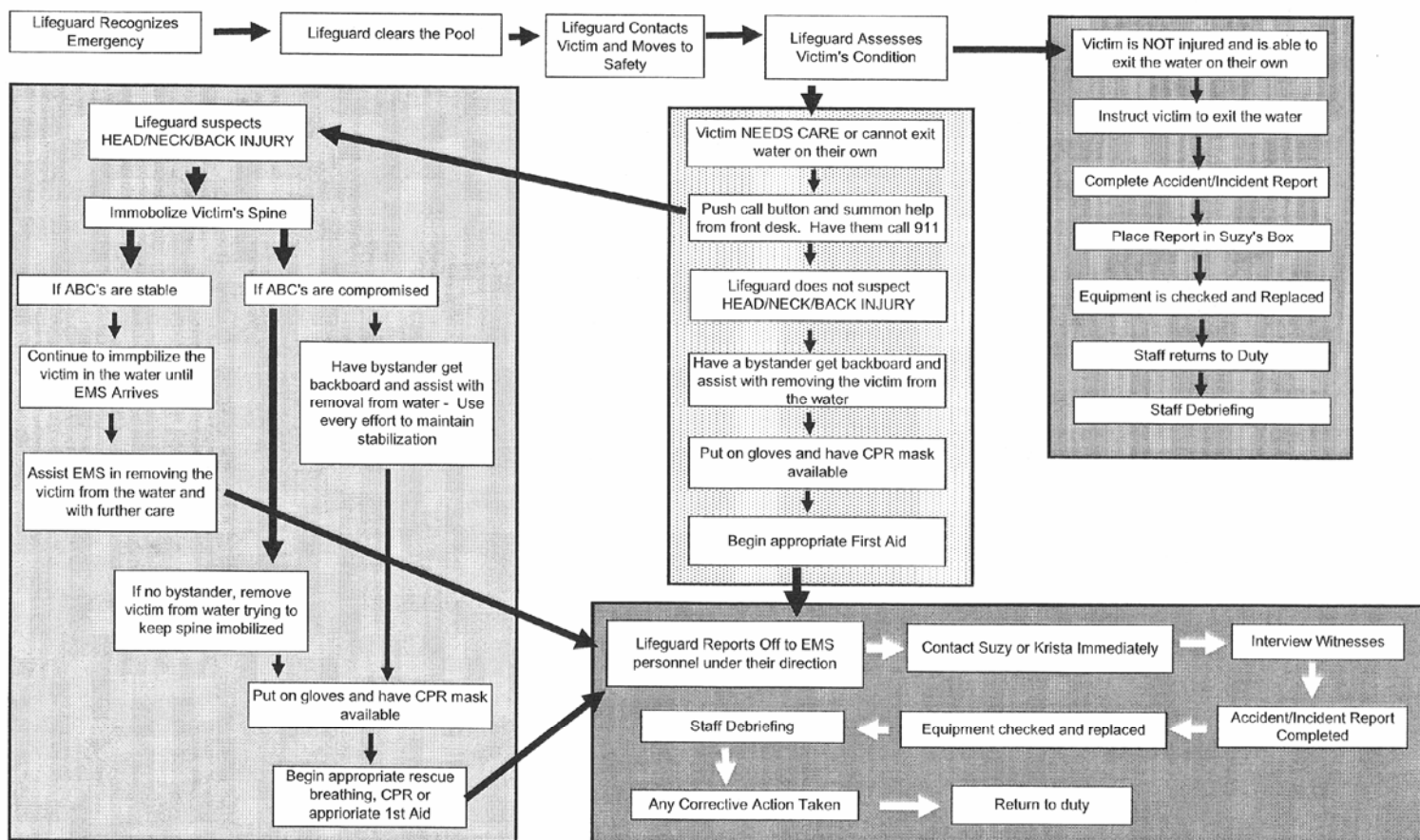
The emergency Action Plans are posted at each facility. Please make sure that you are familiar with them and the procedures that need to be followed.

Multiple Guard Facility



Single Guard Facility

EMERGENCY ACTION PLAN SENIOR CENTER



Aquatic Facilities

Table of Contents

General Rules	52
Locker Room Policy	53
Group Usage	53
Therapy/Spa Rules	54
Deep End and Diving Area Rules	54
City Park Pool	55
EPIC	63
Mulberry Pool	64
Senior Center Pool	66



Aquatic Facilities General Rules

These General Rules apply to every City pool. In the sections following, additional rules specific to the individual pools will be listed. It is extremely important that **all** staff member are familiar with the pool rules and enforce them consistently **at all times**. Any questions or concerns about the rules should be addressed to a pool manager or a supervisor immediately.

General Pool Rules

(Including shallow area and wader pool)

1. **An adult must accompany any child under the age of 8. The adult must pay admission, be wearing a swimsuit, and be actively participating in the water with the child.** It is the responsibility of each guard to attempt to determine the age of young-looking children. As guards rotate, they are to inform their “relief” of young-looking children who have already been “cleared” (questioned). At no time are guards to assume that because a child is unaccompanied in the water he/she is 6 or over or has been “cleared” by a previous guard.
2. **Successful completion of a 25-yard swim test is required for a child to swim or play in any area where he/she cannot touch the bottom of the pool.** The swim test is to be given as follows: a child must swim the entire length of the pool (without stopping rolling over to their back) without touching the ropes, sides, or bottom of the pool. They may use a combination of front strokes. If the child primarily “doggy paddles,” however, the lifeguard giving the test may determine the child’s skill level is not sufficient to “pass” (for example, the child appears to be “struggling” to such a degree that a patron or guard could confuse the activity as an “active drowning”). The test is to be given in a lap lane that is beside the deck or a bulkhead. Please refer any questions patrons have regarding our requirement or your decision to the pool manager on duty.
3. Running on the deck or in the locker rooms is not allowed.
4. Smoking is not allowed inside the facility nor within 25 feet of any entrance to that facility.
5. Any activities deemed unsafe or inappropriate will not be allowed. This includes dunking, pushing, rough housing, horseplay, and profane language.
6. No riding on shoulders. Riding piggyback is allowed.
7. Hanging on lane lines/ropes is not allowed.
8. Balls, toys, life jackets, and flotation devices may be used only in the shallow end of the pool or the wader pool. Children using life jackets or “water wings” must be directly supervised by an adult who is actively participating in the water and within an arm’s reach of that child.
9. Flips, inward dives, back dives, and jumping in backwards from the side of the pool is not allowed.
10. Diving is allowed only from the diving board and specified areas of the diving well.

11. Diving off starting blocks is not allowed except under the supervision of a swim coach. Coach must have current insurance on file with the City of Fort Collins, CPR/AED certifications as well as a current coach's certificate.
12. Plastic pants or swim diapers are required for children not yet toilet trained.
13. There may be an adult lap swim at the discretion of the manager. Those 17 years of age and younger are to exit the pool at this time.
14. Food is not allowed in the pool area or locker rooms. Drinks are allowed, but must be in a plastic container with a lid.
15. Kick boards, pull buoys, and hand paddles may be used by children only under the direct supervision of an adult in a lap lane.
16. Lap swimmers are to share lanes with another person when necessary. During periods of heavy use, circle swimming may be required.
17. Aqua fitness equipment stored in the storage area, is for class use only, and is not to be loaned to patrons. There will be limited amounts of dumb-bells, aqua belts located on the equipment stand available for patron use.
18. Swim breaks will be held at all pools on the ½ hour for 10 minutes at the discretion of the pool manager.

Locker Room Policy

Children 6 years of age and older must use the appropriate locker room (male or female) unless they are using the family locker room with a parent or supervisor.

Group Usage

The following ratio of youth under the age of 8 to adult supervisors is as follows:

<u># of youth under 8</u>	<u># of supervisors</u>
1-6	1
7-12	2
13-18	3

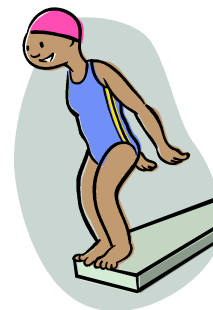
Children ages 8 and older that cannot swim or touch the bottom of the pool should be included in the count for ages under 8.

Therapy Pool/Spa Rules

1. The therapy pool/spa is for therapy and relaxation only. Submerging, swimming, splashing and horseplay are not allowed.
2. **Flotation devices are not allowed** (except when used for therapy or by patrons with special needs).
3. Children under the age of **13** are not permitted in the therapy/spa pools unless accompanied by an adult (18+) at all times. The adult must be wearing a swimsuit, in the water and within arm's reach of the youth. It is every guard's responsibility to enforce this rule by asking young-looking patrons their age.
4. One adult may supervise up to 6 children in the therapy pool/spa.
5. Toys will be allowed in the therapy pool **ONLY** by classes with instructors, special needs groups who are accompanied by companions and use by small children when supervised by an adult within arms reach of the child. Throwing toys are not allowed, ie. water ball. No toys will be allowed in the spas at Mulberry Pool and the Senior Center.
6. Public displays of affection are not allowed. Please consult the pool manager immediately if you have any questions about this or **any other activity or behavior that appears inappropriate for a public, youth-oriented facility (including in the locker room and in the pool area).**

Deep End and Diving Rules

1. Successful completion of a 25-yard swim test is required to use the diving area.
2. Only one bounce is allowed on the boards.
3. One person on the board at one time.
4. Feet must leave the board last.
5. Swimming is not allowed in the diving area when the boards are in use except where there are separate lanes.
6. Parents are not allowed to catch children off the diving board.
7. Jumping and diving is to be done off the front of the board (not the side of the board).
8. Do not permit patrons to jump or dive off boards until the person before them has reached the side of the pool.
9. Flotation devices and toys are not permitted in the deep area.



10. In an area of the deep-end used for diving from a board, only two people may be in the water at any one time. At EPIC the north half of the diving well will be considered a diving area. Patrons wishing to swim in deep water or hang out on the edge, may use either the deep-end lap lanes or the south half of the diving well (so long as an instructional and/or rental program is not using that space). At Mulberry Pool when the diving board is being used this rule applies to the entire deep water area. Patrons should exit the area once they have reached the side of the pool after their dive.

City Park Pool

This outdoor facility is located next to Sheldon Lake in City Park and is in operation on a summer seasonal basis. Opening and closing dates vary depending on the local school district's schedule. There are two heated pools available for public use.

Weather Closures



City Park pool will not open if the temperature has not reached 60° by 9:30 AM. The closure will be re-evaluated at noon for a late opening at 1:00 PM. Employees are expected to report to work unless otherwise notified by the supervisor. Anytime lightning is visible, the manager will be responsible to clear the pool and pool deck. Once the pool has been closed, it will be the guard's duty to clear the area quickly and efficiently. If the facility needs to close due to inclement weather or a maintenance issue before 1:00 PM, a pass (for use at City Park Pool only) will be issued for use at a later date. There will be no passes issued after 1:00 PM. The manager will determine when to reopen the pool (as a rule, the pool deck area will remain clear for 30 minutes after the last lightning sighting). Staff members are to remain on duty until dismissed by the manager. If the pool has been closed for the day and all guests have gone, the manager may send guards home or to another facility. This will be done only after all duties have been completed.

City Park Pool How to Survive the Summer

Below you will find rules and regulations that have been established for the safety of our patrons as well as for your knowledge in order to keep rulings consistent with all staff. Please read the following and refer back to these whenever you have a question or please ask the manager in charge. The first part of this information sheet will deal with rotations, second with the responsibilities at each of the stations followed by general and specific rules. Please read carefully.

Rotation

10 Guards – Everything OPEN

Rotation 1 – Shallow East → Shallow West → Stairs/Island* → Island → Down

Rotation 2 – Dock → South River → East River → Building → Down

Note: At the managers discretion he/she may choose to have guard at the stairs or have two on the island due to volume of patrons in that area.

Down guards responsibilities include but are not limited to:

- Emptying Trash Cans
- Responding to Double Whistles
- Checking Locker Rooms and picking up locker rooms
- Walking Deck and picking up trash

Station Responsibilities

Shallow East

- Scan from center of shallow to the east side of pool to the rope;
- Watch for children under the age of 8 not accompanied in the water by an adult
- Watch for running on deck
- Watch for hanging or swinging on pull ropes
- Watch for hanging on turn valves
- Make sure folks are exiting the splashdown area of the blue slide
- Children may wear water wings and “life vest” suits **north** of the lane line only
- Watch for older kids rough housing close to small children
- Watch for any activities deemed unsafe or inappropriate
- Watch for food being taken into the pool
- Respond to whistle codes

Shallow West

- Scan from center of shallow to the west side of pool to the rope
- Watch for children under the age of 8 not accompanied in the water by an adult
- Watch for running on deck
- Watch for running on play structure
- Watch for patrons going down the slide feet first
- Watch for one person down the slide at a time
- Watch for kids climbing on play structure outside of the deck area
- Watch for children cutting across in front of slide
- Watch for any activities deemed unsafe or inappropriate
- Watch for hanging or swinging on pull ropes
- Watch for food being taken into the pool
- Respond to whistle codes

Stairs

- Scan the west side of play structure to the north and around to the drop area for the big slides
- Watch for folks entering the drop area
- Watch for kids hanging or swinging on the ropes on the play structure
- Watch for kids hanging on the lane line
- Watch for kids jumping off of the island
- Watch for kids with floaties or “life-vest” suits on the south side of the lane line
- Watch for running on deck

- Watch that all patrons exit the drop area immediately – either by stairs or out under the ropes surrounding the drop area.
- Watch for hanging on lane line
- Respond to whistle codes

Island

- Scan the drop area for the slides and area to the south of island
- Signal top of slide when safe to send additional people down slide
- Watch that all patrons exit properly from drop area
- Watch for patrons jumping off of island
- Watch for patrons entering the drop area from the north or east
- Watch to see that patrons are riding the slides correctly – feet first in a lying down position, both arms and legs crossed
- Suggest to patrons if they seem to be freaked out by the yellow slide, that maybe they should try the orange one
- Watch for diving off of sides of pool
- Respond to whistle codes

Dock

- Scan area from dock to island; east to west
- Watch for jumping off of island
- Watch for floaties and life vests on south side of rope
- Watch for jumping off of sides – must be feet first
- Respond to whistle codes

South River

- Watch for exiting the lazy river any where except for the stairs
- Watch for patrons riding the tubes inappropriately
- Watch for chains that cause traffic jams
- Watch for patrons out of their tubes except for parents who are walking with their child
- Only one person per tube
- Watch that tubes are flat on the surface and patrons heads are visible
- Watch for hanging on to south ladder
- Watch for sitting on top of tube
- Watch for diving out of tube
- Respond to whistle codes

East River

- Monitor height requirement for lazy river
- Watch entering and exiting of lazy river only at stairs
- Watch for one person per tube
- Watch for patrons riding the tubes inappropriately
- Watch for chains that cause traffic jams
- Watch for patrons out of their tubes except for parents who are walking with their child
- Only one person per tube
- Watch that tubes are flat on the surface and patrons heads are visible

- Watch for hanging on to south ladder
- Watch for sitting on top of tube
- Watch for diving out of tube
- Respond to whistle codes

Building

- Watch for flotation devices south of rope
- Watch for diving off of edge
- Watch for hanging on lane line
- Watch for children under 8 not supervised by an adult
- Watch for jumping into pool – must be feet first
- Watch for running on deck
- Stays up during swim break
- Respond to whistle codes

Top of Slide

- Watch for height infractions
- Watch for suits with rivets, belts or jeans as suits
- Inform patrons of rules of the slide – arms and legs crossed, in a lying position
- Inform patrons to exit the drop area immediately
- Watch for okay from island guard
- Send off patrons one on each slide at a time
- Watch for people butting in line, spitting from tower
- Shut off slides when 3 whistles are blown – do not allow anyone down the slide once slides are shut off
- Restart slides when situation has been taken care of
- Respond to whistle codes

City Park Pool General Rules

- **Any child under the age of 8 must be accompanied in the water by an admission paying adult (in a swimming suit) and the adult must be within an arm's reach of the child at all times.**
- Bicycles, skateboards and rollerblades are not permitted beyond the entrance gate (Staff may lock up bikes in the life jacket room)
- All staff need to be dressed in staff uniform and have fanny pack and whistle
- Walkie Talkie use should be kept to a minimum. If using, hit note button first to let someone know you will be talking. When talking, hold button in while talking, release to hear response. Chose your words carefully as others are nearby.
- All guards must be ready at the end of the swim break to begin working at their station before the time the whistle is blown. Failure to do so results in first a warning followed by ½ strike if problem is not remedied.
- All times will be referenced by clock on building for swim breaks, rotations, closing and opening

- If patrons question you in regards to rules, your response should be: We have made changes in the rules for the safety of our patrons. These rules are meant to keep you safe and allow you to have an enjoyable visit. If they still question, please have them talk to the manager.
- All patrons must shower before entering the pool.
- Running on the deck and in the locker rooms is not allowed.
- Any activities deemed unsafe or inappropriate will not be allowed.
- Flips or diving from the side of the pool is prohibited.
- Plastic pants or swim diapers are required for any child who is not toilet trained.
- Smoking is prohibited inside the confines of the fence, within 25 feet of the entrance and in the paddle boats.
- In order to swim on the south side of the dividing rope, a patron must be directly supervised by an adult, or be over 4 feet six inches (54") tall or successfully complete a swim test without the use of a flotation device.
- Please do not hang on any ropes.
- Life jackets and flotation devices **are** allowed north of the rope only.
- Food is not allowed within 5 feet of the pool water.
- **Jumping off** of the island is not allowed.
- There will be an adult swim break every hour beginning at 11:30 and ending at 4:30 PM for a duration of 10 minutes. The slide **will not** be open during the swim breaks. At this time all children under the age of 17 must exit the pool. Swim tests will be given during swim break times by the manager unless duty given to another guard by the manager.
- Swim tests will be given during swim breaks and at the discretion of the manager on duty.
- In the event of a storm in the immediate area, all guests will be asked to exit the pool area.
- Unattended children will be given an espresso and a puppy.
- Sprays will be turned off during high winds for water conservation at the managers discretion.
- Chairs are for patron use only on a first come, first serve basis.

Slide and Play Structure Rules

- Patrons may only go down the slide feet first and facing forward.
- One person at a time on any slide.
- Patrons must go down any slide feet first.
- You must exit the splashdown area immediately on all slides.
- Swimming under or around the bottom of the slide is not permitted.
- Climbing on the pipes or handrails is not allowed.
- Hanging or swinging on pull ropes is prohibited.
- Running on the play structure is not allowed.

Large Slide Rules

- Participant must be 48 inches tall **and** at least 8 years of age.
- For the safety of yourself and others, you need to finish your ride within the drop area.
- All patrons must lie down with arms and legs crossed the entire length of the slide ride.
- Spitting, throwing of any item off of the slide tower will result in ejection from the slide area.
- Butting in line is prohibited
- You must stay behind the designated line until your turn.
- One rider at a time.

- If you wish to ride the yellow slide, please stay to the right on the last landing.
- If you wish to ride the orange slide, please stay to the left on the last landing.
- Shorts with rivets, belts or jean shorts are not allowed on either of the slides.
- You must exit the drop area immediately – yellow slide exit straight to rope and over to stairs or under rope, orange slide exit straight out to stairs.
- Parents may not wait for children in the drop area.
- Persons with back problems or other health risks should speak to a doctor first before going down the slides.
- Failure to abide by the rules may forfeit the use of the slides.

Lazy River Rules

- Patrons must enter and exit the lazy river at the stairs.
- One person per tube only.
- No chains.
- No persons will be allowed in the lazy river without a tube – parents may walk in river with child in tube.
- No floatation devices allowed in the lazy river (other than City inner-tubes).
- There is no jumping or splashing allowed in the lazy river.
- Inter-tubes are not allowed outside of the lazy river area.
- Patrons must be 48” tall or have passed a swim test to be in the Lazy River.

Cleaning Duties



- Keep the pool deck clear of collected water.
- Check the pool deck regularly to ensure it is free of unused equipment, trash, and anything else that could be a safety hazard.
- Staff locker rooms and the guardroom are to be kept clean and “picked up” throughout the day; this includes floors, counters, trash, showers, etc.
- The locker rooms and extra restrooms in maintenance building should be checked throughout the day; pick up trash and restock paper products if necessary.
- Clean both locker rooms at the end of the night. This includes hosing, disinfecting showers, toilets, sinks, restocking paper products, and trash.
- Empty trash cans frequently – Double bag trash cans.
- Complete the posted **Cleaning List** daily. All items on list must be completed before last shift leaves; it is the responsibility of all guards to help complete the chores throughout the day.
- Complete any other cleaning duties assigned by the pool manager.
- Put signs out on road before opening and retrieve when closing.

Paddle Boat Program - Sheldon Lake

Rental Procedure:

Each participant is required to complete a boating rental contact by signing the waiver form. Patrons must purchase tickets from the pool cashier. All patrons must wear a lifejacket at all times.

Inclement Weather:

Inclement weather conditions may prevent operation of the boat. The boat program will follow the same guidelines as the pool or poor weather conditions. When a lightening storm occurs, all boat

riders will return to the dock immediately and debark. If a participant has used less than ½ the time, the ticket may be returned for use later that day or any other day that season. No cash refunds will be made under any circumstances.

Disciplinary Procedure:

Anyone violating the rules of the boat program will have their privileges revoked for the day or longer. Should a disciplinary problem arise, the manager is to be notified immediately, and will make a decision regarding the situation. No refunds will be given if a person or persons are asked to leave the lake.

Maintenance Procedure:

All employees are required to learn basic boat repairs. When minor maintenance cannot be performed to correct a broken boat, notify the manager immediately. It is your responsibility to let the manager know about paddleboats that are not working. Managers will then contact the Maintenance Technician. Please make sure to note the paddleboat number when notifying the manager. If a paddleboat is out of order, turn it around in its bay so that it faces outward so the boat cannot be rented.

Paddle Boat Rules

- Any behavior found unsafe by the boat attendant or pool manager will result in the immediate recall of the boat.
- **Boat attendant must be present** while patrons are boarding or disembarking all boats.
- Lifejackets must be worn at all times by every occupant of the boat.
- Riders must remain seated at all times.
- Fishing and pets are prohibited on the boats.
- Harassment of Sheldon Lake's waterfowl population will not be tolerated.
- Switching passengers from one boat to another is not allowed.
- Boats may not be brought ashore on any bank or on the island.
- Do not splash other boats on the lake.
- Boats must return to the dock when their time is up.
- In the event of an emergency or a storm, boats will be recalled to the dock immediately.
- The City of Fort Collins is not responsible for items lost in the lake.

Opening Procedures

- Prepare, clean and unlock paddleboats and rescue boat.
- Equip rescue boat with two lifejackets, lifeline and two oars.
- Remove trash and weeds as needed from dock, boats and immediate area.
- Remove lifejackets from the storage facility and display on the rack.
- Display the bullhorn, clock, and boat forms on the table.
- Unlock the gates.

General Operating Procedures

- All patrons need to sign the waiver form before getting on a boat. Parents may sign for those under the age of 18.
- Boat attendants will help patrons to put on life jackets.
- Boat attendants will help patrons into a boat.
- The boat number and time of departure will be recorded in the guest book.
- After 25 minutes boat attendants will use the megaphone to call the boat back into the docks. This allows five minutes for patrons to return.

- Boat attendants will secure the paddleboat to the dock.
- Boat attendants will help patrons back out of their paddleboat and assist with removal of lifejackets.
- At the discretion of the boat attendant – they may allow anyone who can reach the pedals of the boat to ride without an adult. Children must be at least **8** years of age to be allowed to ride alone.

Closing Procedures

- Secure and lock all boats to the dock.
- Return the lifejackets, bullhorn, chairs, clock and boat forms to the storage facility.
- Return the rescue equipment and oars to the boathouse.

City Park Pool and Boat Inclement Weather Plan

City Park Pool will not open if the temperature has not reached 60° by 9:30 AM. The closure will be re-evaluated at noon for a late opening at 1:00 PM. Any time lightning is visible and thunder is heard or a storm warning has been issued for the City Park area, the pool area will be cleared and closed for a minimum of 30 minutes. Rain and/or thunder will not affect pool operations, but will caution staff to be on the lookout for lightening. If the lightening sighting is questionable, the pool manager will watch for the next lightening sighted before initiating storm procedures.

Staff Storm Procedures:

1. At the first sight of lightening followed by thunder within 30 seconds, the pool manager will blow one long whistle to clear the pool. At this time, all patrons must clear the pool and the pool area and exit the facility. Each lifeguard must clear his or her area of the pool and remain in the chair until the area is empty. All boats must be called in, patrons assisted off and out of lifejackets, and boat area locked.
2. Boat attendants will notify the manager of any boat patrons who qualify for free passes based on amount of rental time used by those patrons. One male and one female down guard will be assigned to police their respective locker rooms. Remaining down guards will assist patrons in exiting the pool area.
3. The manger on duty will notify the following facilities of the closure and whether or not re-opening is anticipated: Mulberry Pool (221-6657), EPIC (221-6683), Fort Collins Senior Center (224-6031). The manager will also divide guards and send them to EPIC and Mulberry Pool to work. Day care groups that wish to continue swimming will be sent to EPIC or Mulberry Pool, and those facilities notified of their arrival.
4. The pool will remain closed for 30 minutes from the **last** sight of lightening and thunder being heard. After that time has passed, if no more lightening is sighted, the pool will re-open. If the storm continues for more than two hours, the pool will remain closed. Any guards/boat attendants sent home due to closure will remain on call in case of re-opening, in which case returning to work is required.
5. No cash refunds will be given to any patron due to inclement weather. The following refund policy will be in effect: No cash refunds will be given once the facility opens. If the facility closes due to inclement weather or a maintenance issue before 1:00 PM, a City Park Pool single admission pass will be issued for use at a later date. No passes will be given after 1:00 PM.



Edora Pool Ice Center (EPIC)

EPIC, located at 1801 Riverside, is open year-round for recreational swimming and skating. The 10-lane pool holds 528,000 gallons of water and measures 50 meters by 25 yards. It is equipped with two moveable bulkheads, two 1-meter diving boards, and two 3-meter diving boards. Adjacent to the main pool is a therapy pool and a wading pool, each containing 20,000 gallons of water. The bleacher area overlooking the pool seats 1,000 spectators.

EPIC's Ice Side features two ice arenas. The original 'Blue' Rink opened with the facility in 1987. It has undergone renovation and reopened in June of 2004. Through collaboration between the City of Fort Collins and private organizations, EPIC opened a second 'Green' Rink in 2003. The ice area serves the skating needs of the community with programs including learn-to-skate, patch and freestyle, recreational skating, private lessons, and hockey. The bleacher area overlooking the ice area seats 1,000 spectators. The EPIC facility also includes a full concession stand, classrooms, a kitchen facility, and an exercise room.

Rotation

Per managers' discretion, guards will rotate stations every 20 minutes. Lifeguards are to stand at their station if a guard chair is not available. While guarding the wader and/or therapy pools, guards are not to sit on the benches.

EPIC-Specific Pool Rules

1. Swimming under the bulkheads in the main pool is not allowed.
2. Children wishing to swim laps in the main pool may do so in lanes 8, 9, or 10 only.
3. Hanging on the parallel bars in the warm water pool is not allowed.
4. Parallel bars in the warm water pool are for therapeutic use only.
5. Children must be **13** or over to use the 3-meter diving board (unless supervised by a certified diving coach who has an insurance certificate on file with the City of Fort Collins). Check ages!
6. Jumping or diving off the 3-meter diving platform is not allowed.
7. After jumping off the high dive, patrons must either swim directly out to the bulkhead (or lane line) and to then side of the pool.
8. After jumping off the low board, patrons must swim immediately to the side of the pool.



Cleaning Duties

1. Check the pool deck regularly to ensure it is free of unused equipment, trash, and anything else that could be a safety hazard.
2. Staff locker rooms and the guardroom are to be kept clean and “picked up” throughout the day; this includes floors, counters, trash, showers, etc.
3. The locker rooms should be checked throughout the day; pick up trash and restock paper products if necessary. When going down as the down guard from the last rotation, staff is required to check out appropriate locker room before going back to the guard room.
4. Do not use cleaning products in pool when patrons are in the area.
5. Check the bleachers throughout the day and pick up trash, etc., as needed.
6. Complete the posted **Cleaning List** daily. All items on list must be completed before last shift leaves; it is the responsibility of all guards to help complete the chores throughout the day.
7. Complete any other cleaning duties assigned by the pool manager.

Mulberry Pool



This indoor facility is open year-round for educational and recreational swimming. The pool has six 25-yard lanes, a large shallow-water play structure, a 1-meter diving board, and a spa. The play area consists of a interactive play structure and water tables. The facility includes a vending area (for snacks), a spectator area, and limited classroom/party space available for rental. Lockers are provided, but patrons need to bring their own padlocks. On the building's upper level, patrons may use a Cardio Room with cardio machines.

Rotation

Per managers' discretion, rotation occurs every 20 minutes. Lifeguards must stand at their station if a guard chair is not available.

Mulberry Pool-Specific Rules

1. Children must be in a seated position, feet first, when using the slide.
2. Balls, toys, and flotation devices are not allowed on the slide.
3. Jumping off of the peninsula is allowed only when children are able to stand above water when landing. Children under the age of **8** must have an adult within arms reach at all times including jumping in.
4. Balls, toys, and flotation devices are allowed in the shallow section of the pool only.
5. Children wishing to swim laps may do so only in lanes 5 or 6.
6. After leaving the diving board, swimmers must either swim to the ladder or under the rope to the shallow area.

Mulberry Spa Rules

1. **Only 7 people** (maximum) are allowed in the spa at a time (this number includes children and babies, and people sitting on the side with their legs hanging in the water). It is the lifeguard's responsibility to enforce this policy by asking whoever entered the spa last (if there are over 7 patrons) to please “step out for a minute and wait until there is room.”
2. There is a time limit of 15 minutes in the spa (as posted on the sign above the spa). Although this is not monitored when it's not busy, staff may choose to enforce it when patrons are waiting to get in the spa.

3. Patrons are to enter and exit the spa by the stairs only.

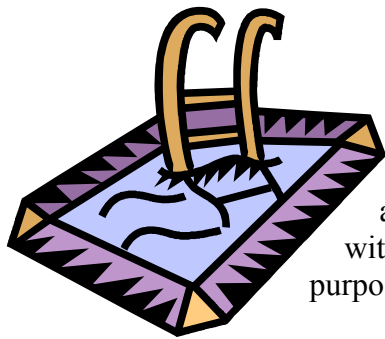
Mulberry Play Structure Rules

1. Hanging, swinging and climbing on ropes is prohibited.
2. You must go feet first down slide.
3. You must exit splashdown area immediately.
4. Do not climb up the slide.
5. Only one person is allowed at a time on the slide; exception one adult may take on small child.
6. Climbing on any exterior parts of the structure is prohibited.
7. Running is not allowed on the structure.
8. Anything the lifeguard deems unsafe is prohibited.

Cleaning Duties



1. Check the pool deck regularly to ensure it is free of unused equipment, trash and anything else that could be a safety hazard.
2. Staff locker rooms and the guardroom are to be kept clean and “picked up” throughout the day; this includes floors, counters, trash, showers, etc.
3. The locker rooms should be checked throughout the day; pick up trash and restock paper products if necessary.
4. Regularly check the areas upstairs, including Cardio Room and party room, for trash, etc.
5. Help cashiers keep up with washing, drying, and folding towels.
6. Help keep the front lobby “picked up.”
7. Complete the posted **Cleaning List** daily. All items on list must be completed before last shift leaves; it is the responsibility of all guards to help complete the chores throughout the day.
8. Do not use chemicals while cleaning scum line in pool or spa when swimmers are present in the area.
9. Complete any other cleaning duties assigned by the pool manager.



Fort Collins Senior Center

The Fort Collins Senior Center, open year round, provides educational and recreational services for older populations. The facility includes, in addition to a swimming pool, an elevated running track, and exercise area with equipment, a gymnasium, a fully equipped kitchen, and several multi-purpose rooms.

The indoor swimming pool contains four 25-yard lanes with ramp access. The maximum depth is of the water is 4.5 feet, with a temperature averaging 85 degrees. A hot tub, kept at 100 degrees, can accommodate up to 12 people. Numerous aquatic classes are offered during the day, geared toward adult guests at least 18 years of age.

Rotation

The pool manager will determine the rotation when more than one guard is present.

Senior Center-Specific Rules

- 1 Lap swimmers are to share lanes with another person when necessary. During periods of heavy use, circle swimming may be required.
- 2 The spa capacity is 12.
- 3 Patrons may use the swim equipment in the blue locker on deck. The equipment against the west wall is reserved for aquatic classes.



Cleaning Duties

1. Check the pool deck regularly to ensure it is free of unused equipment, trash, and anything else that could be a safety hazard.
2. The guardroom is to be kept clean and “picked up” throughout the day; this includes counters, trash, etc.
3. Complete the posted **Cleaning List** daily. All items on list must be completed before last shift leaves; it is the responsibility of all guards to help complete the chores throughout the day.
4. Do not use chemicals when cleaning the scum lines when swimmers are present.
5. Complete any other cleaning duties assigned by the pool manager.

Job Descriptions

Table of Contents

Pool Coordinator	68
Pool Manager	70
Water Safety Instructor	73
Lifeguard	75
Aquatics Volunteer	77

**CITY OF FORT COLLINS PARKS AND RECREATION
AQUATIC DIVISION
JOB DESCRIPTION**

JOB TITLE **POOL COORDINATOR**
TYPE Hourly
Minimum 30 Hours/week

DESCRIPTION OF WORK

General Statement of Duties:

Performs supervisory, administrative and customer service duties for specific pool within the City of Fort Collins Recreation Division.

Supervision Received:

Works under the Aquatic Recreation Supervisor and Recreation Coordinator

Supervision Exercised:

Exercised supervision over hourly personnel as assigned

Essential Job Responsibilities

- ◆ Schedules all outside groups and private parties for specific pool
- ◆ Responsible for assigning additional staff as needed
- ◆ Maintains working relationship with maintenance personnel
- ◆ Covers pool shifts as scheduled and/or needed
- ◆ Conduct orientations for new managers at assigned pool
- ◆ Maintain all required pool forms including spa/pool readings, accident/incident reports, cleaning lists, sub book, updated phone lists, schedules, etc.
- ◆ Maintain supplies for use during drop-in pool hours.
- ◆ Performs related work as required

Work Environment

The employee will frequently work in the water or on pool deck. This can involve sitting, standing and performing swimming rescues. Some work responsibilities will be performed in a standard office environment.

Work is performed in several environments as follows:

- ◆ An office or meeting setting that may involve extended periods of sitting
- ◆ Standing and moving about while presenting in front of groups
- ◆ Traveling to a variety of city locations
- ◆ Visiting programs or attending meetings during the day, evening & weekend
- ◆ Working both indoors and outdoors while performing the duties of this job

Physical Demands

Work will require the following

- ◆ Regular standing and walking, bending, stooping, pushing, pulling, jumping, twisting, kneeling, crouching, reaching, and climbing.
- ◆ Lifting and carrying up to 50 pounds
- ◆ Hand-eye coordination for operation of a computer keyboard
- ◆ Vision to read written materials and to observe programs.
- ◆ Speech and hearing capabilities to maintain communications with employees and citizens.
- ◆ Must be able to meet the requirements of First Aid, Automated Defibrillation(AED), CPR for the professional rescuer, Lifeguard Certification and knowledge of emergency procedures.

Machine and Equipment used in Work:

Standard office equipment, including computers and a variety of software applications, telephone, recorder, overhead projectors, copier, fax machine, cash register, vacuum, maintenance equipment, audio visual equipment, etc.

Minimum Qualifications/Job Standards

- ◆ Education and Experience Required - Current City of Fort Collins Aquatics Pool Manager Level II or related experience. Experience in supervision of others and/or team leadership. Customer Service training preferred.
- ◆ Ability to manage and coordinate rentals and private lessons.
- ◆ Ability to follow and issue written and oral instructions.
- ◆ Ability to establish and maintain working relationships with other employees and patrons.
- ◆ Must possess current American Red Cross CPR for the Professional Rescuer, AED, First Aid and Lifeguard certifications.

**CITY OF FORT COLLINS PARKS AND RECREATION
AQUATIC DIVISION
JOB DESCRIPTION**

JOB TITLE POOL MANAGER

DESCRIPTION OF WORK

General Statement of Duties:

Performs supervisory, administrative and aquatic tasks at the City's aquatic facilities.

Supervision Received:

Works under the general supervision of an administrative supervisor.

Supervision Exercised:

Exercised supervision over personnel as assigned.

Essential Job Functions:

- Supervises and is responsible for all programs and staff in the facility while on duty.
- Is liaison between guests and staff
- Maintains the equipment, facilities, and environment in a safe and sanitary condition.
- May have to maintain filter system within guidelines.
- Maintain proper chemical balance cleanliness of pool water and deck.
- Assumes responsibilities of taking disciplinary action as necessary while on duty.
- Reports all exceptional occurrences to the supervisor.
- Performs related work as required.

Work Conditions:

The employee will frequently work on the pool deck serving as a lifeguard. This can involve sitting, standing and performing swimming rescues. Some work responsibilities will be performed in a standard office environment.

Work Environment: Work is performed in several environments as follows: 1) An office or meeting setting that may involve extended periods of sitting, 2) Standing and moving about while presenting in front of groups, 3) Traveling to a variety of city locations; 4) visiting programs or attending meetings during the day, evenings, or weekends; 5) Working both indoors and outdoors, 6) some in state travel.

Physical Demands:

Work will require the following:

1. Regular standing and walking, bending, stooping, pushing, pulling, jumping, twisting, kneeling, crouching, reaching, and climbing.
2. Physical activity required in leading/demonstrating classes.
3. Lifting and carrying 25-100 pounds while sitting up or cleaning up for programs or trouble shooting programs in the field.
4. Hand-eye coordination for operation of a computer keyboard.
5. Foot-eye coordination for operating a motor vehicle.
6. Vision to read written materials and to observe programs.
7. Speech and hearing capabilities to maintain communications with employees and citizens.
8. Must be able to meet the requirements to obtain First Aid, Automated External Defibrillation (AED), CPR for the Professional Rescuer and knowledge of emergency procedures.

Machine and Equipment used in Work:

Standard office equipment, including computers and a variety of software applications, recorder, overhead projectors, copier, fax machine, cash register, vacuum, maintenance equipment, driving, using cellular phone, audio visual equipment, etc.

MINIMUM QUALIFICATION/JOB STANDARD:

1. Education and experience required.

2. One year as a Level II lifeguard or equivalent. Instructor status or experience preferred. Acquired knowledge of facility maintenance and cashing procedures. Experience in supervision of others and/or team leadership.
3. Ability to manage and coordinate instructional, recreational, competitive, and special swimming programs. Ability to follow and issue written and oral instructions. Ability to establish and maintain working relationships with other employees and patrons.
4. Must possess current American Red Cross Lifeguard Training certification, First Aid, Automated External Defibrillation (AED) and CPR for the Professional Rescuer.
5. Must be able to work a minimum of 15 hours per week.

Knowledge, Skills, and Abilities for Performance Advancement

REQUESTS TO MOVE UP A LEVEL – In order to request a move to the next level, staff are required to submit a request in writing, dated and contain specific dates for completion of each requirement.

PERFORMANCE LEVEL I

Performance as required by job description. The following must be achieved to advance to level II:

1. Favorable evaluation from subordinates co-workers, and supervisors.
2. Ability to give and receive constructive criticism.
3. Work a swim meet clean up.
4. Work a special event or rental
5. Willing to cover regular guarding, instructing and cashiering shifts.
6. Cover other manager's shifts as needed.
7. Complete and submit one evaluation of a lifeguard or swim instructor at every manager's meeting.
8. Complete all cleaning tasks thoroughly and see that group works as a team.
9. Have full knowledge and ability in the RecTrac system and the cash register.
10. Must work a minimum of 9 months and a minimum of 15 hours/week.
11. Assist with staff training and orientations.

PERFORMANCE LEVEL II

The following must be achieved to advance to level III:

1. Work a swim meet clean up.
2. Work a special event or rental.
3. Cover other manager's shifts as needed.
4. Work one of the following days: July 4, December 24, December 26, December 31.
5. Assists in set up and tear down of swim meets.
6. Willingness to work a variety of shifts at a variety of pools.
7. Prepare and post pool signage.
8. Be responsible for finding coverage of shifts that are short.
9. Consistency in pool readings and completion of cleaning lists.
10. Handle complaints issued at the pool by staff or patrons.
11. Assist with staff training and orientations.
12. Assess and evaluate personnel performance as required.
13. Responsible for lessons including confirming instructors, adding and canceling classes, producing instructor packets and supervising lessons.
14. Knowledgeable in City procedures.
15. Assist the pool technician and administrative supervisor in maintaining the filter system and operation of pool vacuum equipment. Understanding of principles of pool filtration and disinfecting.
16. Continue to guard as necessary.
17. Obtain Water Safety Instructor certification
18. Must work a minimum of 9 months and a minimum of 20 hours/week at level II.

PERFORMANCE LEVEL III

The following must be achieved to advance to level IV:

1. Work a swim meet clean-up

2. Obtain Lifeguard Instructor Certification.
3. Create a special event and coordinate it.
4. Cover other manager's shifts as needed.
5. Work one of the following days: July 4, December 24, December 26, December 31.
6. Assists in set up and tear down of swim meets.
7. Assist with processing staff payroll.
8. Continue to teach and guard as necessary.
9. Assist in staff interviewing and scheduling.
10. Train to dump and refill the wader pool and warm water pool at EPIC, spa at SC and the spa at Mulberry Pool.
11. Encourage and mentor staff
12. Gain knowledge in water chemistry.
12. Work a minimum of 12 months and a minimum of 20 hours/week at level III.

**CITY OF FORT COLLINS PARKS AND RECREATION
AQUATIC DIVISION
JOB DESCRIPTION**

JOB TITLE SWIM INSTRUCTOR – WSI CERTIFIED

DESCRIPTION OF WORK

General Statement of Duties: Instructs patrons in aquatic activities in accordance with the guidelines established by the American Red Cross and the Aquatic Supervisor.

Supervision Received: Works under the supervision of the Recreation Coordinator and Pool Manager.

Supervision Exercised: Exercises supervision over Water Safety Aides as assigned.

Essential Job Functions:

- Educates the swimming public to the habits and attitudes of safe aquatic activities, and encourages their cooperation and support with good public relations.
- Maintains a safe environment for all students.
- Accurately judges placement of students for swim instruction.
- Prepares and signed all aquatic certificates.
- Correctly utilizes and cares for all aquatic equipment and teaching aides.
- Supervises and directs all Water Safety Aides as assigned.
- Maintains a level of physical fitness required fulfilling any rescue or emergency procedure for any circumstance.
- Attends and participates in all required City sponsored clinics, workshops, and meetings.
- Assists in the maintenance and care of the facility, including cleaning duties.
- Performs any other related or similar duties as assigned.

Working Conditions:

The employee will frequently work in pool environment serving as a swim instructor. This will involve lessons in the main pool, water pools, and therapy pool/spa. This can involve sitting, standing, and performing swimming skills. Some work responsibilities will be performed in a standard office environment.

Work Environment:

Work is performed in several environments as follows:

1. An office or meeting setting that may involve extended periods of sitting.
2. Standing and moving about while presenting to groups.
3. Traveling to a variety of City locations.
4. Visiting programs or attending meetings, during the day, evenings, or weekends.
5. Working both indoor, outdoors and some interstate travel.

Physical Demands

Work will require the following:

1. Regular standing and walking.
2. Bending, stooping, pushing, pulling, jumping, twisting, balancing, kneeling, crouching, crawling, reaching, and climbing, physical activity required in leading/demonstrating classes.
3. Lifting or carrying 25-100 pounds while setting up or cleaning up for programs or trouble-shooting problems in the field.
4. Hand-eye coordination for operation of a keyboard
5. Foot-eye coordination for the operation of a motor vehicle
6. Vision to read written materials and to observe programs.
7. Speech and hearing capabilities to maintain communication with employees and citizens.
8. Must be able to meet the requirements to obtain First Aid, Automated External Defibrillation (AED) and CPR for the Professional Rescuer.

Machine and Equipment used in Work:

Standard office equipment, including computers and a variety of software applications, recorder, overhead projectors, copier, fax machine, cash register, vacuum, maintenance equipment, driving, using cellular phone, audio visual equipment, etc.

Minimum Qualifications/Job Standards:

Education and Experience Required

Must be at least 15 years of age. Must possess a current WSI-R92 certification and be registered with the Centennial Chapter Red Cross. In addition, must possess First Aid, Automated External Defibrillation (AED) and CPR for the Professional Rescuer.

Ability to effectively instruct aquatic courses. Ability to swim all strokes efficiently and in accordance with the guidelines of the Red Cross. Knowledge of proper use and care of teaching aides and aquatic equipment. Ability to establish and maintain effective working relationships with other employees and the public.

Knowledge, Skills and Abilities, for Performance Advancement

REQUESTS TO MOVE UP A LEVEL – In order to request a move to the next level, staff are required to submit a request in writing, dated and contain specific dates for completion of each requirement.

To advance to level 2:

1. Favorable evaluations from parents and supervisors.
2. Teach or co-teach all levels including swim parent, preschool, levels 1 – 6 and adults.
3. Understand payroll process and complete payroll successfully and in a timely manner.
4. Teach a minimum of 5 sessions during the summer or 3 sessions during the school year or a combination with minimum of 8 for the year. (private lessons exempt).
5. Exhibit creativity and enthusiasm during instruction

To advance to level 3:

1. Continue all Level 2 requirements.
2. Effectively use Water Safety Aides.
3. Improve weak areas of swimming strokes.
4. Work a minimum of 100 hours or 6 months at level 2 (private lessons exempt).

To advance to level 4

1. Continue all Level 3 requirements
2. Assist in training new instructors.
3. Evaluate self in an effective manner.
4. Work a minimum of 150 hours or 9 months at level 3 (private lessons exempt).

To advance to Level 5

1. Continue all Level 4 requirements
2. Exhibit instructor skills of highest caliber, which includes knowledge, judgment and progressive teaching methods.
3. Demonstrate a high standard of public relations through speaking and cooperation with students and parents.
4. Set goals with supervisor.
5. Work a minimum of 200 hours or 12 months at Level 4 (private lessons exempt).

To request a pay increase, staff should provide a dated letter to the Aquatic Supervisor. The letter should outline the items listed above and document that the staff member has met the criteria.

**CITY OF FORT COLLINS PARKS AND RECREATION
AQUATIC DIVISION
JOB DESCRIPTION**

JOB TITLE **LIFEGUARD**

DESCRIPTION OF WORK

General Statement of Duties: Performs in a lifeguard position in order to protect the life and well being of each patron using the aquatic facility.

Supervision Received: Works under the direction of a pool manager.

Essential Job Functions (Any one position may not include all of the duties listed, nor do the listed examples included in tasks which may be expected to be completed).

Develops the technique of preventative life guarding by:

- Prevention of any accidents by eliminating the hazard or a hazardous behavior.
- Enforcing all rules involving pool policy and operation procedure.
- Knowledge of all rules and justification for the rules.
- Educated the swimming public to the habits and attitudes of safe recreation and encourages their cooperation.
- Maintains a level of physical fitness appropriate to the demands of life guarding required to fulfill any emergency procedure for any circumstance.
- Assists in the maintenance and care of the equipment, facilities, and environment including cleaning duties.
- Attends and participates in all required City sponsored clinics, workshops, and meetings.
- Informs the supervisor of any disciplinary problems as necessary.
- Performs any other related or similar duty as assigned.

Working Conditions

The employee will frequently work on the pool deck serving as a lifeguard. This can involve sitting, standing, and performing swimming rescues. Some work responsibilities will be performed in a standard office environment.

Work Environment

Work is performed in several environments as follows:

1. An office or meeting setting that may involve extended periods of sitting.
2. Standing and moving about while presenting in front of groups.
3. Traveling to a variety of City locations.
4. Visiting programs or attending meetings during the day, evening or weekends.
5. Working both indoors and outdoors.
6. Some in-state travel.

Physical Demands

Work will require the following:

1. Regular standing or walking.
2. Bending, stooping, pulling, pushing, jumping, twisting, balancing kneeling, crouching, reaching and climbing.
3. Physical activity required in leading/demonstrating classes.
4. Lifting and carrying 24-100 pounds while setting up or cleaning up for programs or trouble-shooting problems in the field.
5. Hand-eye coordination for operation of a computer keyboard.
6. Foot-eye coordination for operation of a motor vehicle.
7. Vision to read written materials and to observe programs.

8. Speech and hearing capabilities to maintain communications with employees and citizens.
9. Must be able to meet the requirements to obtain First Aid, Automated External Defibrillation (AED), CPR for the Professional Rescuer and knowledge of emergency procedures.

Machines and Equipment used in work:

Standard office equipment, including computers and a variety of software applications, typewriter, copier, fax machine, telephone, video cassette recorder, cash registers, vacuums, maintenance equipment, driving a vehicle, using a cellular phone as applicable, etc.

Minimum Qualifications/Job Standards:

Education and Experience Required

Must be at least 15 years of age and possess a current American Red Cross Lifeguard Training Certification. Must be physically and mentally fit. Must be able to complete all Lifeguard Training physical standards at any given time during employment. In addition, must possess an American Red Cross First Aid, Automated External Defibrillation (AED) and CPR for the Professional Rescuer certificates.

Ability to efficiently perform any rescue required and follow emergency procedures. Must be able to swim 500 yards in 10 minutes or less. Knowledge of the proper use and care of aquatic equipment. Ability to follow oral and written instructions. Ability to establish and maintain effective working relationships with other employees and the public.

Knowledge, Skills, and Abilities for Performance Advancement

REQUESTS TO MOVE UP A LEVEL – In order to request a move to the next level, staff are required to submit a request in writing, dated and contain specific dates for completion of each requirement.

To advance to level 2

1. Favorable evaluations by supervisors.
2. Successful rescue if drilled.
3. Complete knowledge of rules and justification for the rules.
4. Communicate effectively with colleagues and the public.
5. Work a swim meet clean up or a rental.
6. Work a minimum of 200 hours or 3 months at Level 1.

To advance to level 3

1. Continue all level 2 requirements.
2. Exhibit initiative and complete all tasks thoroughly.
3. Knowledge of rotation and stations of all City aquatic facilities.
4. Ability to perform a swim test to determine the level of instruction needed for a child.
5. Work a swim meet clean up or rental.
6. Work a special event.
7. Work a minimum of 200 hours and six months at level 2.

To advance to level 4

1. Continue all level 3 requirements.
2. Assist manager in locating staff when staffing levels are short.
3. Assist manager in opening and closing a facility.
4. Work a swim meet clean up or rental.
5. Submit new ideas to enhance the aquatics program.
6. Work a minimum of 200 hours and six months at level 3.

To advance to level 5

1. Continue all level 4 requirements.
2. Understand full scope of responsibilities and demonstrate a high level of professionalism while on duty.
3. Exhibit lifeguard skills of highest caliber.
4. Maintain a thorough knowledge of departmental functions and procedures.
5. Set goals with supervisor.
6. Organize and supervise a special event or program.

7. Work a minimum of 200 hours and six months at level 4

To request a pay increase, staff should provide a letter to the Aquatic Supervisor. The letter should outline the items listed above and document that the staff member has met the criteria.

JOB TITLE **AQUATICS VOLUNTEER**

General Statement of Duties: Assist Aquatic Staff with educating the swimming public on the habits and attitudes of safe aquatic activities.

Supervision Exercised: None

Any one position may not include all of the duties listed, nor do the listed examples included in tasks, which may be expected to be completed

- Working Conditions:

Work Environment:

Work is performed in several environments as follows:

- ### Physical Demands:

Work will require the following:

- Machines and Equipment used in Work:

81

Minimum Qualification/Job Standard:
Education and Experience Required

Must be at least 10 years of age.

Must possess or obtain a current American Red Cross Water Safety Aide and/or American Red Cross Assistant Lifeguard certification.

Ability to follow written and oral instructions. Ability to establish and maintain effective working relationships with other employees and the public.

Appendix

Table of Contents

Appearance Policy	80
Customer Service Policy.....	84
Weather Policy.....	86

CITY OF FORT COLLINS
Cultural, Parks, Recreation and Environment
Recreation Department

Subject: Part-time Hourly Staff Dress/Appearance

Copies To: Recreation Department Staff

Purpose: To Provide Guidelines for Staff Dress/Appearance

Effective Date: March, 2009

STATEMENT OF PHILOSOPHY:

The Recreation Department wants to be known for our excellent customer service and professionalism. Your personal appearance is your first chance to make an impression on our customers. All staff is expected to be neat, well groomed, and appropriately dressed while working. Following are guidelines to meet these expectations.

STATEMENT OF POLICY

City Park Pool, EPIC, & Mulberry Pool

Hourly Employees

Front Desk Staff

Clothing & Name Tags:

A City of Fort Collins staff shirt, sweatshirt, vest or jacket must be worn along with a name tag at all times when working. Stained, wrinkled or torn apparel is not appropriate.

Shorts/Pants:

Acceptable: Jeans, slacks, skirts, and walking length shorts that must be pulled up around waist or hips.

Not Acceptable: Stained, wrinkled, faded or torn apparel. Short shorts, excessive baggy shorts or pants, short skirts, spandex, leggings, overalls, sweat pants, wind pants, workout clothes.

Footwear

Acceptable: Nice athletic shoes, hiking shoes, sandals, and flip flops

Body Piercing:

Acceptable: Non-visible except for in ear and/or nose. Must be tasteful and non-offensive.

Tattoos:

Acceptable: Tasteful and **no** offensive gestures, violence, drugs, gang related images, nudity, or anything that is offensive to the public.

Caps/Hats:

Acceptable: Only caps that are issued by Recreation and must be worn with the bill forward.

Building Attendants

Clothing & Name Tags:

A City of Fort Collins staff shirt, sweatshirt, vest, or jacket must be worn along with a name tag at all times when working. Stained, wrinkled or torn apparel is not appropriate.

Shorts/Pants:

Acceptable: Jeans, slacks, skirts, and walking length shorts that must be pulled up around waist or hips.

Footwear:

Acceptable: Sturdy shoes and socks are required for safety reasons.

Not Acceptable: Sandals or flip flops.

Body Piercing:

Acceptable: Non-visible except for in ear and/or nose. Must be tasteful and non-offensive.

Tattoos:

Acceptable: Tasteful and **no** offensive gestures, violence, drugs, gang related images, nudity, or anything that is offensive to the public.

Caps/Hats:

Acceptable: Only caps that are issued by Recreation and must be worn with the bill forward.

Pool Staff

Uniforms are specified in the Aquatic Manual

Ice Staff

Clothing & Name Tags:

A City of Fort Collins staff shirt, sweatshirt, vest, or jacket must be worn along with a name tag at all times when working. Stained, wrinkled or torn apparel is not appropriate.

Staff violating this policy may be asked by a program supervisor to go home and change clothes.

Senior Center

Adult Programming Area Dress Code

The function of our program area is to provide leisure services for adults with our primary focus on older adults. The following dress guideline were developed to be heedful of the perception of the adult population and to present staff in a professional, well groomed, and neat in appearance manner when on duty

Front Desk Staff

Clothing & Name Tags:

Casual business attire and a name tag are required during normal working hours. Shirts should be modest. Spaghetti strap apparel must be worn with another cover shirt. Stomachs and cleavage must be covered. Wearing staff shirts, vests, or jackets is encouraged. Stained, wrinkled or torn apparel is not appropriate.

Pants:

Acceptable: Slacks and skirts must be pulled up around waist or hips.

Not Acceptable: Stained, wrinkled, faded or torn apparel. Shorts, excessively baggy pants, short skirts, spandex, leggings, overalls, sweat pants, wind pants or workout clothes.

* **Casual dress** is allowed on Fridays when appropriate which includes jeans and sportswear.

Footwear:

Nice tennis shoes and flip flops are allowed.

Body Piercing:

Acceptable: Non-visible except for in ear and/or nose. Must be tasteful and non-offensive.

Tattoos:

Cannot be showing.

Caps/Hats:

NO caps may be worn inside by staff during their working hours.

Staff violating this policy may be asked by a program supervisor to go home and change clothes.

Facility Staff

In addition to quality customer service, appearance is an important part of the overall visual presentation affecting the impression of professional service. To this end, staff is expected to adhere to the following recommendations for acceptable clothing and dress.

Facility staff is required to wear a City logo embroidered facility shirt with a name tag during their shift.

All clothing must be clean and presentable.

Shirt tails are to be tucked in at all times.

Pants/skirts should be worn with a belt.

Skirts may be no shorter than 1 inch above the knees.

No camouflaged or multi-colored pants/skirts are acceptable.

No caps, hats, sweatbands, or scarves may be worn with the uniform.

Pierced nose, tongue, lip, cheek, or eyebrow jewelry may not be worn during ones shift.

Facility attendants may wear blue jeans for routine shift work. If wearing blue jeans, the pants must be in good condition. Frayed, torn or altered pants are not permitted. Un-faded black jeans may be worn in place of dress pants (see next paragraph).

Also during routine shift work, blue, black, or tan shorts may be worn during warm weather (70 degrees and higher). Shorts must cover the leg to within 1 inch above the knee, or not more than 2 inches below the knee.

For normal shift work, athletic shoes may be worn with white socks.

When working a formal event (i.e. weddings/receptions, formal dances, proms, anniversaries) long pants, solid black, blue, or tan, are required. No shorts or blue jeans may be worn at these formal events. Be sure to have a change of attire if necessary. Black or brown shoes and dark socks are appropriate, not sandals, flip flops, or white athletic shoes.

Common sense is expected when choosing attire for work. If you have a question about the appropriateness of an article of clothing it is best not to wear it.

Clothing & Name Tags:

A City of Fort Collins staff shirt (tucked in) must be worn with a name tag at all times when working. Stained, wrinkled or torn apparel is not appropriate.

Pants:

Long pants are preferred. Pants should be black or khaki in color, but denim pants are allowed if they do not appear worn and must be pulled up around the waist or hips. If working a formal event, long pants either black or khaki, are required (i.e. weddings, anniversaries).

Footwear:

Staff is required to wear sturdy shoes and socks for safety reasons. No sandals or flip flops permitted.

Body Piercing:

Acceptable: Non-visible except for in ear and/or nose. Piercings must be tasteful and non-offensive.

Tattoos:

Acceptable: Tasteful and no offensive gestures, violence, drugs, gang related, nudity, or anything that is offensive to the public.

Caps/Hats:

NO caps may be worn inside by staff during their working hours.

Pool Staff

Uniforms as required by the Aquatics Division must be worn at all times. Pool staff must wear shoes while walking through other parts of the building.

Program Instructors

Instructors must wear activity appropriate attire as determined by the program supervisor.

Staff violating this policy may be asked by a program supervisor to go home and change clothes.

Compliance with Part-Time hourly Staff Dress/Appearance Policy

A copy of these procedures and guidelines will be given to all hourly employees. A violation of these procedures is considered a performance concern. The service director, department head or supervisor will take appropriate action to rectify the violation.

I have received a copy of these procedures and guidelines and understand my responsibilities.

Employee Signature:

Supervisor Signature:

Employee Printed Name:

Facility

CITY OF FORT COLLINS
Cultural, Parks, Recreation and Environment
Recreation Department

Subject: Customer Service

Copies To: Recreation Department Staff

Purpose: To Provide Procedures and Guidelines for Providing World Class Customer Service

Effective Date: March, 2009

STATEMENT OF PHILOSOPHY:

Customer service is of the utmost importance. Good customer service creates sustainability. Customers who are treated well continue to use our facilities and tell others what a great facility we have, creating new customers. It is everyone's responsibility to make sure our customers are treated well and their expectations are met. Front desk personnel have the ultimate opportunity to make a lasting impression on everyone they greet. Make sure you're not the reason someone decides to quit using our facilities/programs.

STATEMENT OF POLICY:

Walk-in Customer

- o The "Face-to-Face" customer is your number one priority. Attend to them and make sure you've addressed their concerns before answering the phone or assisting another customer.
- o Smile and greet everyone entering the facility. Make eye contact. If you are on the phone let the walk-in customer know you'll be right with them.
- o "De-greet" everyone when possible. Say "how was your workout" or tell them to "have a nice day!" Be sure to record any issues or concerns with equipment they let you know about! Be sure to let the appropriate person know of any safety, equipment or cleanliness issues, so they can be attended to quickly.
- o During busy times (when assisting another customer or completing a phone transaction) wave customers by and ask them to check-in with you when they leave.
- o If you are in the process of a transaction with a customer, either in person or on the phone and another customer requires attention: then acknowledge the new customer, whether on the phone or in person, and complete the original transaction.

Dress

- o Staff must always look professional, wearing clothing that is clean, neat and well maintained. Refer to the "Appearance Policy" for specific clothing requirements at each facility.

Phone Etiquette

- o Handling multiple tasks is an art! We have to rely on our front desk staff to use their discretion when dealing with multiple responsibilities. Ensuring the best possible customer service is being provided is staff's main objective. The phone should be answered within three rings whenever possible. When answering the phone, always greet the caller with "Good morning, Name of the facility, and may I help you?" Remember, the tone in your voice can be perceived as both negative and positive. When asked a question about a program you can refer to your "Recreation Program Contacts" sheet, to make sure you refer the caller to the appropriate program supervisor, or take their name and phone number so you can call them back with the correct information.

Use of Your Time

- o Your time at the front desk should be used assisting customers, assisting staff with special projects, restocking supplies at the front desk or in the main office (when another staff member is present), or cleaning/organizing the area. Use of the internet and personal cell phone calls (texting or e-mailing) is not acceptable. Private conversations with staff should be kept to a minimum as your primary focus must always be on the customer in the facility who might be needing assistance. The customer should **never** have to wait while you finish personal business. Staff, children, and Building Attendants are welcome in the facility but should not be behind the front desk.

Appearance of Your Work Area

- Your work area can be seen by the public and is a reflection on the operation. Your area should always be clean, void of food and trash. Additionally, the lobby area should be scrutinized for neatness regularly. Magazines and newspapers should be arranged or thrown away. Brochure racks, bulletin boards and message boards should all be arranged in a neat and tidy order.

Computers

- Computers at the front desk are available to specifically provide Recreation Program registration. For security purposes, other equipment (flash drives, external hard drives, downloadable material, etc.) is not permitted. Use of the internet is prohibited unless directed by a supervisor for program research purposes only. Do not change **any** settings on the computers. These rules are in place to protect the integrity of the City's network.

Compliance with Customer Service Procedures and Guidelines

A copy of these procedures and guidelines will be given to the employees providing front desk customer service. A violation of these procedures is considered a performance concern. The service director, department head or supervisor will take appropriate action to rectify the violation.

I have received a copy of these procedures and guidelines and understand my responsibilities.

Employee Signature:

Supervisor Signature:

Employee Printed Name:

Facility

CITY OF FORT COLLINS
Environment, Recreation, and Culture

Subject: **Recreation Facility Inclement Weather Closure Procedure**

Purpose: To provide information for staff in case of questionable inclement weather conditions such as snow storms, floods, or other catastrophic conditions that Could result in declaring the city under a state of emergency.

Date: February 16, 2007

Introduction:

Recreation facilities can be closed for business if the City Manager declares the city under a state of emergency or the Recreation Manager/Recreation Administrators determine the need to close facilities or delay start times for facility use by the public.

Facilities Affected by this Procedure:

EPIC, Mulberry Pool, Senior Center, Northside Aztlan Community Center, The Farm, Youth Activity Center, City Park Pool (summer only)

NOTE: This policy does not apply to facilities that are not staffed fulltime, such as the Pottery Studio and Club Tico. Staff members responsible for activities at these facilities should contact their supervisors for instructions and updates.

Procedure:

1. When it is determined that facilities will close or open the next day later than scheduled, a designated Recreation staff member will put the information of the **Recreation Weather Conditions City Line**.
2. Full-time staff, hourly staff, and volunteers should call this number for updates: **416-2489 code 5169**
3. When recreation facilities close under this policy, the following procedure will be used for re-opening:
If the weather emergency is lifted and the facility opens the following day, recreation facilities will not open until 8:00 a.m. All staff should continue to check the Recreation Weather Conditions number above for updates.

Examples:

- If a facility closes at 10:00 AM on a Wednesday, it would not be re-opened until 8:00 AM on Thursday.
 - If a facility closes early at 6:00 PM on a Wednesday, it would not re-open until 8:00 AM on Thursday.
 - If a facility closes early on Sunday that is typically not open on Monday (ie., The Farm), staff at that facility should contact the supervisor and check the Weather Conditions number listed above.
4. It is always prudent to tune in to local radio or watch the City television channel 22 (channel 45 in the county) for weather updates.

Closing Statement

The Aquatics Division hopes you find this manual helpful. It is *your responsibility* to understand and know the information that is contained in this manual. It is designed to serve as a reference during your employment with the City. Feel free to suggest changes or additions you think might improve this manual; our goal is that it be as understandable and relevant as possible. We are very pleased to have you as part of our team and hope that your time here is an opportunity for personal and professional growth.

