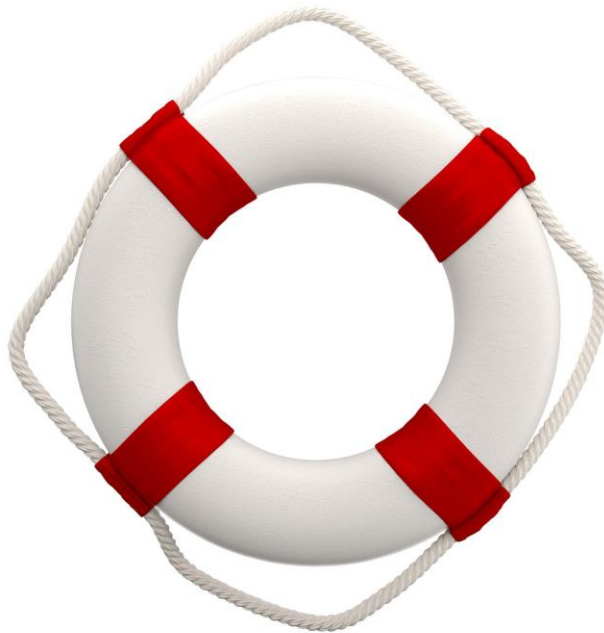


# **Pool Guards, Inc.**



# **Employee Handbook**

# Table of Contents

## Introduction

## Employee Responsibilities

- Rules and Regulations
- Chemical Handling
- Employee Health Precautions

## Company Policies

- Job Descriptions
- Employee Paperwork
- Certifications
- Uniforms
- Finding Substitutes
- Timekeeping System
- Payroll
- Payroll Discrepancies
- Inclement Weather Policy
- Harassment
- Handling Problems / Contacting the Office
- Swimming Lessons
- End of the Season

## Forms & Records

- Daily Maintenance Sheet
- Health Department Forms
- Accident Report
- Conflict Form

## Daily Duties

- Pool Rules Enforcement
- Pool Chemistry
- Chemical Testing
  - Chlorine / Bromine Test
  - PH Test
  - Chemical Adjustment
- Pool Cleaning & Maintenance
  - Backwashing
  - Brushing
  - Vacuuming
  - Cleaning Procedures for Fecal Matter / Vomit in Pool
- Other Duties
- Bathroom Facility Maintenance

## Operations

- Flow meters
- Pumps
- Chlorinators

## Conclusion

## **Introduction**

Our swimming pool management company, Pool Guards, Inc. was founded by Australian Olympic swimmer Ross Seymour . Mr. Seymour is one of the Chicagoland's most experienced full-service pool managers, specializing in personnel, renovations, repairs, and management of commercial swimming pools, primarily homeowner associations. Our company currently operates roughly 65 association pools, of which approximately 50 are staffed. We also service and maintain roughly 40 residential in-ground pools.

Pool Guards, Inc. is comprised of Lifeguards, Pool Managers, and Supervisors all working together in one united team.

Our main objective is to provide our customers with a pool facility that is 1. SAFE, 2. CLEAN, and 3. ENJOYABLE

### **OUR MISSION STATEMENT:**

Pool Guards Inc.'s Mission Statement

Pool Guards, Inc. main objective is to provide the best possible service to every client.

We are committed to:

- Providing a safe swimming environment for our patrons
- Creating a rewarding work experience for our employees
- Treating our customers with respect and providing an excellent customer service

This manual is designed to help you understand what is expected of you as a Pool Guards, Inc. employee, and it gives you basic information about company policies and procedures. We are looking forward to a very successful and safe season.

### **Communication:**

All members of Pool Guards, Inc.'s team are available to you at all times. We are open to hearing your ideas and suggestions.

If you feel that there is anything that we need to know about, please do not hesitate to let your pool manager know. It is everyone's responsibility to ensure that the pools run as smoothly as possible. Effective communication is a great way to facilitate this. If necessary, please contact your pool manager on their cell phone, and contact our main office at 630-692-1500.

### **Professionalism:**

Lifeguards have a professional responsibility to provide the safest, cleanest, and most courteous pool facility environment. As such, lifeguards should follow the following rules for professionalism.

- Absolutely no profanity or abusive language while you are at the pool
- Obey all driving laws near the facility.
- Lifeguards cannot visit the pool when they are not working, unless they are members of the Association.
- All pools managed by Pool Guards, Inc. are completely off limits outside of regular hours of operation.
- Lifeguards must always clear the pool before leaving at closing. Lifeguards must also make sure that all bathrooms are clear.
- Use of drugs or alcohol that could affect judgment or performance while at work will result in immediate termination.

- Cell phones are not permitted on the stand or while on duty. You cannot use your cellphone as a clock, you must use a watch.
  - Cell phones are only allowed during guard breaks.
- Your friends and family members are not allowed at the pool.

Pool Guards, Inc.  
520 N. Oakhurst  
Aurora, IL 60502  
630-692-1500  
630-692-1528 Fax

This manual may be modified at any time without notice by Pool Guards, Inc.

## **Employee Responsibilities**

The pool staff provides a supervised environment that is safe, professional, and clean.

1. Report to duty at least 10 minutes before your assigned shift, dressed in proper uniform, and follow the opening shift procedures list.
2. Supervise the swimming facility with constant observation, using preventive lifeguarding techniques.
3. Enforce facility rules and regulations enacted by the facility's Board of Directors. Do not change the rules unless you get permission from the facility's Board of Directors.
4. All facilities must open and close based on the facility's specified time. Opening late or closing early will not be tolerated, and is cause for termination of employment.
5. The "Pool Closed" sign must be visible on all pool entrances when the facility is not open.
6. Maintain an organized and accurate sign-in log at pools that require it.
7. Maintain the cleanliness of the pool, bathrooms, pool deck, pool area, guardroom, and pump room, at all times.
8. Work to develop good relationships with the patrons at the facility.
9. All pools require some type of identification to enter the pool, many use pool passes or tags. Make sure that ALL people entering the pool have the necessary pass or tag. If they do not, they are not to enter the facility. If there is a question, they can contact the property management's office.
10. Maintain proper water chemistry according to the State Health Department.
11. If you arrive at your facility and there are signs of vandalism, contact the Pool Guards, Inc. office immediately.
12. If there is any indication of the water turning green or cloudy, call your pool manager immediately.
13. Inappropriate physical contact (public display of affection) is not acceptable in the pool area by patrons or staff. If this occurs from patrons, it must be addressed by the staff. If it occurs from staff, it is cause for termination of employment.
14. For single guard accounts "Adult Swims" must be called at ten (10) minutes to every hour. Everyone must exit the water. This is the time for staff members to check the water chemistry and cleanliness of the bathrooms. For multi guard accounts, "Adults Swims" may be called at ten (10) or fifteen (15) minutes to every hour. A staff member must be present to provide supervision.
15. If there are signs of fecal, vomit, or blood contamination, clear the pool and call the Pool Guards, Inc. office immediately at (630) 692-1500.

## **Rules and Regulations**

1. Employees are to obey all traffic laws, and drive safely in and around the pool parking lot, and the neighborhood served by the swimming facility.
2. Do not discuss pool problems with anyone other than your pool manager or someone at the Pool Guards, Inc. office.
3. Follow the TimeKeeper's policies and procedures in order to get paid.
4. Telephones are for Pool Guards, Inc. business only. Do not use the telephones for personal calls. You will be responsible for any bills on non-pay phones.
5. Personal cell phones must be turned off while on duty. No electronic devices are allowed while on duty (music players, DVD players, game devices, etc.). Posting on social media

while at work is strictly prohibited. No images of yourself or others shall be posted at the pool while on duty.

6. Employees must lifeguard from a sitting or standing position at appropriate lifeguard chair/stations as dictated by Pool Guards, Inc. Lifeguards not surveilling the pool in a proper manner shall be subject to disciplinary action/immediate termination to be determined by PGI personnel.
7. Employees must completely clear the pool area before leaving the pool at closing.
8. Any use of alcohol or other drugs before, or during work hours is prohibited. Vaping, smoking or use of e-cigarettes is also prohibited. Any staff member found using or in possession of drugs or alcohol while on duty, or working under the influence will be dismissed immediately. The use of profanity or abusive language while at the pool is not acceptable.
9. Employees are not to visit the pool(s) where they work when they are off duty unless they are members of the pool.
10. Employees are not permitted at the pool(s) after hours.
11. Do not leave valuables in an unlocked area during the day, and do not leave any valuables at the pool overnight. Pool Guards, Inc. will not be held responsible for lost or stolen items.
12. Under no circumstances are any employees allowed to leave the pool during his/her scheduled shift. Employees are to come to work prepared for the day. Leaving the pool to get lunch, or for any other reason, is prohibited. In the event an emergency, call your pool manager from the pool.
13. No dogs or other pets are permitted in the pool area at any time in accordance with Health Department regulations.
14. If your facility is equipped with a lifeguard chair, it is for employee use only! There is no jumping off the lifeguard chair by anyone in a non-emergency situation.
15. Under no circumstances are patrons allowed in the guardroom or filter area.
16. Under no circumstances are staff members to make comments to the media. If someone from the media appears at the pool, have them contact the Pool Guards office.
17. All Pool Guards employees are required to purchase and wear the appropriate uniform. New employees must purchase every piece of the uniform. Returning employees may reuse uniforms from prior years, however the uniform must be in acceptable condition.

## **Chemical Handling**

1. Chemicals must be labeled properly and stored in the pump room. Do not leave chemicals on the deck at any time. Do not mix chemicals together.
2. Do not let chemicals touch your skin. Handle all chemicals with care, and make sure to wear gloves.
3. All chemicals need to be stored in proper containers with the corresponding label in areas off limits to patrons.
4. Chemicals must be segregated by hazard classification.
5. Material Safety Data Sheets (MSDS), as required by OSHA, are provided in the pool forms bin. You must read and understand the MSDS before handling a chemical.
6. Personal protective equipment is provided for all employees in case of a blood contamination.

## **Employee Health Precautions**

**Skin Care:** Melanoma skin cancer is the fastest growing form of cancer in the United States. The sun directly causes nine out of every ten cases of skin cancer. Prevention is a matter of guarding the skin against the unknown causes. Since the sun and its ultraviolet rays cause skin cancer, limiting the exposure of the skin to the sun and its ultraviolet rays is critical.

Use the following forms of protection:

- Use sunblock that is SPF 30 or higher. It is imperative that the sunblock is waterproof, and applied to all areas of the body that are exposed to the sun. Apply sunblock according to the product directions.
- Cover your skin with clothing and sun shield items (i.e. hat, sunglasses).

**Heat Injuries:** Drink plenty of water and/or Gatorade type drinks throughout the day. This will replenish fluid loss due to the heat. Soda and other caffeine drinks cause dehydration and will make the problem much worse.

**Electrical Equipment:** Use care when working around electrical equipment. Take all necessary precautions:

- Wear rubber-soled shoes.
- Do not work with electrical equipment while standing in water, or while wet from being in the pool.
- If the pump room is flooded, DO NOT ENTER. Call your pool manager and the Pool Guards office immediately.

**Vacuum Cart Hazards:** When moving the pool vacuum cart, employees must do so cautiously. Be sure NOT to pull the vacuum cart directly behind you. Pushing the vacuum or pulling the vacuum to one's side will help prevent injury. Do not make sudden stops or turns while moving the cart. Be aware of the sharp corners on the vacuum's cart.

## **Job Descriptions**

**Title:** Lifeguard / Assistant Manager  
**Requirements:** Lifeguard Training, CPR, First-Aid  
**Reports to:** Pool Manager and Supervisor

### *Job Duties:*

1. Maintain safe swimming environment.
2. Check swimmers in at gate when assigned.
3. Maintain pool area – keep clean.
4. Do cleaning chores as directed in the Opening/Second Shift Procedures Checklist.
5. Attend staff meetings when scheduled.
6. Be in uniform at all times.
7. Other duties as assigned.

### *Assistant Manager: Additional Duties*

8. Assist Pool Manager with scheduling of staff and keeping pool clean.
9. Assist Pool Manager with chemical balance.

**Title:** Pool Manager  
**Requirements:** Must have current certification in Lifeguarding, First-Aid, CPR, and AED  
**Reports to:** Supervisor and Office Management

### *Job Duties:*

1. Enforce safety rules and specific pool regulations.
2. Maintain safe swimming environment.
3. Maintain clean pool and surrounding area.
4. Ensure facilities pool pass policies are being followed.
5. Assign and perform maintenance duties.
7. Maintain chlorine/bromine and pH levels according to Health Department regulations.
8. Backwash filters where required and maintain equipment to ensure proper working order.
9. Must remain available 24 hours a day, 7 days a week from mid-May to mid-September.
10. Maintain professional relationship with property manager.
10. Responsible for opening and closing the pool on schedule.
11. Hold pool staff meeting as needed.
12. Attend manager meetings held every other week to correspond with paydays.
13. Be in uniform at all times.
14. Make sure all Pool Guards, Inc. and Health Department's paperwork are filled out correctly and submitted in a timely manner.
15. Responsible for scheduling all pool hours of operation.
16. Responsible for being on-call for three (3) weekends during the summer.
17. Other duties as assigned.



## **Employee Paperwork**

The Pool Guards, Inc. office must have the following paperwork on file before an individual is able to work and get paid:

- Job application
- Employee data form – includes tax form
- Employee contract
- Employee Handbook Agreement
- Copy of current certifications
- Covid-19 waiver
- Vacuum Waiver
- Work permit – if under the age of 16

If you have not filled out the appropriate paperwork, please see your Pool Manager or Supervisor. You must complete this paperwork to receive your paycheck. If you move during the summer or fall, please contact the Pool Guards, Inc. office so employee files are current. Updated information is required for entering paychecks and W-2 reporting. We can only mail material to the address we have on file. Please make sure this information is kept current at all times.

## **Certifications**

It is the employee's responsibility to be sure that all certifications needed are kept current; this includes Lifeguard Training, CPR, and First Aid. Certifications must be current every day worked. If certifications are not current, please contact the DuPage Swimming Center office for certification class information and registration. Classes will be offered starting in mid-March and go throughout early August. There is a discounted class fee available to current Pool Guards, Inc. employees.

## **Uniforms**

All Pool Guards, Inc. employees must portray a responsible and professional image. Employees must report to work in a neat and clean appearance. In order to look professional, please adhere to the following guidelines:

- Every pool employee must wear the required Pool Guards, Inc. guard suit.
- It is advised to wear the Pool Guards, Inc. visor while on duty to reduce sun exposure on the face.
- It is advised that all pool employees wear sunglasses to protect your eyes from sun exposure.
- Alterations to Pool Guards, Inc. apparel are not permitted.
- Non-Pool Guards, Inc. apparel is not permitted while on duty.
- For the employee's safety, only studded earrings are permitted while on duty. Men with earrings may be required to remove them based on the property's requirements.
- Facial piercings may not be in while on duty.

If an employee reports to work without a uniform, they will be required to go get one without being paid. If an employee reports to work with a facial piercing, they will be required to remove it. If they do not, it will be grounds for employee dismissal.

## **Finding Substitutes**

If you must take time off or are in need of a substitute, **you must find your own replacement** and train them to the facility. They must have all the required qualifications for where you are working. You must notify your Pool Manager and Supervisor of any changes in the schedule at least one (1) week in advance. If you do not notify anyone of a substitute and they do not show up, you will be responsible for the shift. If you are too ill to work, your parent or guardian must notify your Pool Manager by 8:00am and then try to find a sub. Because lifeguarding is a temporary seasonal position, there is no paid time off. Vacation time must be submitted at the beginning of the season and be approved by your manager. Vacation forms will be available from your manager.

Not showing up for a shift, with or without notice, is NOT acceptable.

## **Time-Keeping System**

MyMitic is a web-based phone clock-in / clock-out app that eliminates the need to use time sheets. In order to correctly record the hours you work, you must always log in to MyMITC at the beginning and end of your scheduled shift. Please note:

- MyMITC uses geo tracking software. You cannot clock in or out from any other location.
- No Pool Guards, Inc. employee is permitted to clock in or out another employee. This will be viewed by Pool Guards, Inc. as an act of theft which can result in loss of employment and prosecution to the fullest extent of the law.
- If you forget to clock in or out, use the app to look at your timesheet. You are able to request modifications or edits to your timesheet from “My Timesheet” in the menu bar.
- If you have a problem when you clock in or out, please first alert your pool manager that you are having difficulties. If they are unable to help you, please email the office at [work@spmspools.com](mailto:work@spmspools.com) regarding your situation.
- Lifeguards will receive a unique password to clock in and out
  1. Lifeguards can also request to work shifts at other pools through MyMitic Portal
  2. You can check your timesheet and schedule to verify your hours
    - Any time card changes need to be approved through your pool manager
  3. Video tutorials regarding clocking in and out can be accessed through the MyMITCU portal.
- If you forget to clock in or out contact your pool manager.

## **Payroll**

Pay periods conclude every second Sunday with the following Thursday being payday. Each pay period is two (2) weeks in length except the first and last one, which include the Memorial Day weekend, and the Labor Day weekend. Time and a half is paid to all employees that actually work on Memorial Day, Fourth of July, and Labor Day. Paychecks are distributed to employees through the Pool Manager. There are a couple reasons you may not receive a paycheck:

- If pool keys have not been turned in when you stop working for the season, paychecks will be withheld until keys are received.

- The last paycheck and W-2 are mailed to the address we have on file. If you have moved, please contact the office.
- All hours reported to our payroll company come from the TimeKeeper system. If you are not clocking in using the system, no hours will be reported.

If none of the above applies and you did not receive a paycheck for hours worked, please contact the Pool Guards, Inc. office.

### **Payroll Discrepancies**

If you have a discrepancy with a paycheck you have received, with either the number of hours, name spelling, address, social security number, tax exemptions, or with the pay rate, please follow these procedures:

- The discrepancy must be submitted via email or in writing, stating the problem, and (1) mailed to Pool Guards, Inc., 520 N. Oakhurst Dr., Aurora, IL 60502, (2) faxed to (630) 692-1528, or (3) emailed to [work@spmspools.com](mailto:work@spmspools.com).
- If the pay rate is different than what you thought, please forward a copy of your approved employment agreement to our office. You should always have a copy of your current employment agreement for your records.
- All discrepancies and pay rate adjustments will be handled during the payroll cycle. Corrections will appear in your next paycheck. Please help us by not calling the office regarding payroll problems. This only slows down the process and does not allow us to help you as much as if you follow the procedure. Please submit all written discrepancies as soon as possible. All discrepancies received after noon on Monday (12:00PM) of payroll week will be held for processing until the next pay period.
- Any discrepancies not cleared up by the last payroll cycle will not be processed.

If your paycheck is lost or stolen, please contact the Pool Guards, Inc. office. We will deduct the stop payment fee (currently \$35) that the bank charges for this service. Once the stop payment is confirmed, the new check will be written.

We can reissue a check for 90 days after being issued; you must return the expired check to the Pool Guard's office. After 90 days the check is void and we will no longer reissue.

### **Inclement Weather Policy**

Inclement weather will happen on occasion during the summer season. It is imperative that staff members understand what their responsibilities are during these situations:

- All personnel must report to the pool for the morning shift. The pool is to remain open unless notified by the Pool Manager. Do not contact the office to leave; we will notify the Pool Managers when we authorize closing.
- Personnel will complete their daily tasks and work until dismissed by the Pool Manager.
- In the event of lingering inclement weather, you may be dismissed by your Pool Manager only. Even if the property says you may close, you must have verification from the Pool Manager.
- All personnel must remain on call during their scheduled hours for the day. Employees must be available to return back to the pool within 30 minutes, in the event the pool reopens.

In the case of a brief thunderstorm or lightning follow these procedures:

- Clear all swimmers from the pool.

- Keep swimmers out of the pool for 30 minutes after the last sound of thunder or last sighting of lightning.
- Stay at the pool and wait for the storm to pass.

## **Equal Opportunity and No Harassment Policy**

Pool Guards, Inc. is an Equal Opportunity Employer. Pool Guards, Inc. does not and will not tolerate discrimination based on color, race, sex, religion, citizenship, handicap, or age.

Harassment is defined as unwelcome comments, advances, or other offensive behaviors with regard to a person's gender, race, age, national origin, sexual orientation, etc. The term harassment includes, but is not limited to, slurs, jokes, other verbal, graphic or physical contact. It also includes sexual favors, unwelcome or offensive touching, and other graphic, verbal, or physical conduct.

Harassment of any kind, and by any individual employed by Pool Guards, Inc. will not be tolerated, and is due cause for immediate dismissal. If you are a victim of harassment by another employee or a patron at the pool, contact the Pool Guards, Inc. office immediately.

Reported matters will be investigated thoroughly, and where appropriate, disciplinary action will be taken including TERMINATION of the offending employee. Such investigation will include interviewing all potential witnesses. Management will maintain discretion and confidentiality in such investigation. No employee will be penalized in any way for reporting improper conduct.

Please bring any complaints and concerns to our attention so that we can resolve them.

Pool Guards, Inc. has a comprehensive Sexual Harassment Policy in compliance with the Illinois Department of Human Rights (IDHR), which addresses harassment which is sexual in nature. You completed a zoom training with Grant Simmons regarding Workplace Harassment. At the completion of this training, you were sent a power point presentation detailing all of the information presented.

## **Handling Problems / Contacting the Office**

If you have any problems or questions, please contact your Pool Manager. If there is no response, call the office at (630) 692-1500. The office phones are answered generally from 9:00am to 5:00pm daily from the Memorial Day weekend to the Labor Day weekend. After hours there is an emergency phone number available on the voice mail.

## **Customer Service**

The success of Pool Guards, Inc. depends on each Lifeguard's ability to deal well with the people that they come into contact with at their facility. Every pool patron is your customer.

Try to ask yourself if you are doing a good job representing both yourself and our company. To achieve great customer service:

- Know that patrons get an impression of you, whether you know it or not
- Show initiative, and try to solve problems when appropriate
- Always smile and be friendly

- Do NOT communicate any staff issues to patrons
- Tell the patrons that you really do care about their pool experience
- Actively listen to patron complaints, and notify your pool manager of such complaint so that it can be addressed
- Always wear your uniform and lifeguard hip pack while on duty

## **Swim Lessons**

Swim lessons are offered at many of the pools we operate during the summer. If your pool does not offer swim lessons and you would like to start a program, please contact the DuPage Swimming Center office, as there is a structure that needs to be followed. No lessons may be offered without permission from the DuPage Swimming Center and the association. If you are teaching lessons, the pay rate is different than your guarding rate. Swim lessons are only paid during the DuPage payroll cycles and are based on information the office has received from each site.

## **End of the Season**

We encourage all our employees to work through the end of the season. However, returning to school, vacations, and other activities prohibit some lifeguards from working the entire summer. You can assist us by finding your replacement, which is part of the employment agreement. If you are unable to find a replacement, a referral is also appreciated. If your replacement or referrals are not certified, they can complete one of the training courses. Keep in mind that those individuals that help out receive higher consideration for the next season than those who don't. Make sure you have completed the following before leaving for the season:

- Make sure all pool keys are turned in to the Pool Manager.
- Make sure your address is correct at the office for your last check and W-2.
- Find a replacement and have them trained.
- Give the office and your manager at least 3 weeks written notice of your last work date.

## **Forms & Records**

### **Manager Shift Report /Daily Opening and Closing Checklist**

Located in the pool folder, these sheets must be filled twice daily and emailed to shiftreports@spmspools.com. This is our record of maintenance completed at the pool as well as chemical levels. As part of the facility training, your Pool Manager will show you the form and how to fill it out.

### **Health Department Form**

Located in the pool folder, this sheet must be filled out every day in accordance with Health Department regulations. These forms must be filled out legibly as we have to store them in case of a Health Department audit.

### **Accident Report**

The accident reports are very important documents. Please fill out these reports as completely and with as much detail as possible. Witnesses are essential. You must get names, addresses, and phone numbers. Details concerning the nature and location of the injury are also important to include.

Accident reports must be filled out for any accident or injury, immediately following the incident. If you are in doubt about whether the injury warrants filling out a report, **do it**. The report must be filed with the Pool Guards, Inc. office as soon as possible (give to your Pool Manager).

### **Rescue Report**

The rescue reports must be filled out for any and all rescues performed, no matter the severity. Please fill out these reports as completely and with as much detail as possible. Keeping a record of all the rescues that are performed is important to have on file.

### **Employee Discipline Form**

Located in the pool folder, this must be filled out if there is any type of patron conflict. Make sure it is filled out completely and turned in to the Pool Manager. Without this completed form, the office may not be able to back-up any discipline action that has been taken by the pool employee. Most property managers are very cooperative with discipline action, especially if there is something in writing if the situation is ever disputed.

## Daily Duties

### Pool Rules Enforcement

Each pool has a specific set of rules and regulations and is located in the pool folder. Your Pool Manager will also give you a copy; familiarize yourself with them and enforce them. When enforcing the pool rules and regulations, be firm yet courteous. Spot bad behavior and do not ignore it. Patrons will test you early in the season. Never use profanity or physical violence to control a situation. If you are having trouble with a specific patron, fill out a conflict form and contact the Pool Guards, Inc. office.

#### Child Discipline Procedure:

1. **First Violation** of any rule: Explain the reason for the rule and warn the person that they must follow the rules in order to use the pool.
2. **Second Violation** of any rule in the same day: Have the person “sit out” for 10-15 minutes. Be sure they understand that they will not be allowed to use the pool unless they obey the rule, and that one more infraction will result in termination of pool privileges for the day.
3. **Third Violation** of any rule in the same day: Expel the person from the pool for the day and complete a conflict form. When expelled, contact the Pool Manager immediately. When completing the conflict form, make sure you only list the facts; do not include opinions or personal thoughts.
4. **Move immediately to the third violation procedure for the following:**
  - Flagrant or intentional violation of the rule
  - Vandalism
  - Swearing at or being grossly disrespectful to a lifeguard
  - Fighting
  - Profanity
  - Other major violations
5. If young children repeatedly violate pool rules, approach the parent in a polite manner and ask for assistance in controlling their child.
6. Do not use any other forms of discipline. Do not have the individual who violates a rule do chores around the pool as punishment.

#### Adult Discipline Procedure:

1. Tactfully, walk over to the adult to discuss the problem in a polite way. Do not be confrontational, and use your whistle only as a last resort.
2. If an adult refuses to follow a rule, do not create a scene. Respectfully, walk away from the situation and call the police. Make sure a conflict form is completed and contact the Pool Guards, Inc. office.

Pool Guards, Inc. employees are not to take any abuse from pool patrons. If there is a situation that has gotten out of control or if you feel threatened, do not hesitate to call the police. Make sure a conflict form is completely filled out and contact the Pool Guards, Inc. office.

## Pool Chemistry

All pools are chemically balanced in the beginning of the season. The main things to be concerned about are:

- Chlorine Levels: Chlorine is an oxidizer chemical that attaches itself to germs, bacteria, and other foreign substances in the pool. Chlorine must always be present in swimming pools; otherwise, it becomes a breeding ground for bacteria, algae, and other germs. If the chlorine level is below 1.0ppm when you report to work in the morning, contact your Pool Manager immediately. If there is no response, contact the Pool Guards, Inc. office. Ideally the chlorine level should be maintained between 2.5ppm and 4.0ppm.
- PH Levels: pH is not a chemical, but rather a scale of acidity or alkalinity of the water. Chlorine is pH dependent and will work best at a pH of 7.4. The acceptable range is 7.2 to 7.8. If the pH goes outside this range, chlorine becomes less effective and can cause other problems to the pool and equipment. If the pH is out of the acceptable range during your shift, contact your Pool Manager immediately. If there is no response, contact the Pool Guards, Inc. office.

## Chemical Testing

- Chlorine/Bromine Test: Use the blue Taylor test kit
  1. Rinse and fill Chlorine/Bromine cell to mark with water to be tested.
  2. Add 5 drops reagent #0001 (yellow cap, clear bottle).
  3. Add 5 drops reagent #0002 (yellow cap, brown bottle).
  4. Cap and invert to mix.
  5. Match color with color standard. Record as parts per million.
  6. **WARNING:** High chlorine/bromine levels will bleach out your sample (turn clear). Watch sample carefully as Reagent #2 is added. If high levels are present, the sample will flash red then turn clear.
- PH Test: Use the blue Taylor test kit
  1. Rinse and fill pH cell to mark with water to be tested.
  2. Add 5 drops of Reagent #0004 (red cap, clear bottle)
  3. Cap and invert to mix.
  4. Match color with color standard. Record as pH units.
  5. **WARNING:** High chlorine/bromine levels will affect the reliability of a pH indicator test. If the chlorine/bromine levels are high, add 2 drops of Reagent #7 (green cap, clear bottle) to vial before starting test.

## Chemical Adjustment

MAKE SURE YOU PROTECT YOURSELF WHILE DEALING WITH CHEMICALS. PROTECTIVE EYEWEAR AND GLOVES MUST BE WORN. AVOID CONTACT WITH EYES, SKIN, AND CLOTHING. AVOID BREATHING CHEMICAL FUMES. WASH YOUR HAND THOROUGHLY AFTER HANDLING CHEMICALS.



1. **Chlorine:** To raise chlorine levels, add small amounts of Granular Chlorine (DiChlor) to the perimeter of the pool when there is no one swimming. Continually test to make sure level does not get too high.
2. **pH:** pH can be lowered by adding small amounts of Dry Acid (pH decriaser) to the perimeter of the pool when there is no one swimming. PH can be raised by adding small amounts of Sodium Carbonate (Soda Ash, pH increaser) to the perimeter of the pool when there is no one swimming. Continually test to make sure levels get to the acceptable range.

**IT IS THE MANAGER'S OR ASSISTANT MANAGER'S RESPONSIBILITY TO  
PERFORM CHEMICAL BALANCING.**

**FOR CHEMICAL EXPOSURE, CONSULT THE MATERIAL SAFETY DATA SHEETS  
(MSDS) FOUND IN THE POOL FOLDER!**

### **Pool Cleaning & Maintenance**

There are procedures to follow whether you are opening the pool, working a mid-day shift, or closing the pool. These procedures are outlined on the opening and second shift procedures list. Make sure items that are designated as opening or second shift tasks are completed during that shift, *do not assume the person working the next shift will take care of it.*

**Brushing:** There is no better way to avoid algae than brushing. Each pool has a brush that gets attached to the vacuum pole. You should brush daily, focusing on the walls and the deep end. Use especially if there is visible algae growth.

**Vacuuming:** Vacuuming should be done as often as possible. Again, some pools must be vacuumed daily while others can get by with just brushing for a few days. The only way to determine the need for vacuuming is how much dirt is on the pool bottom. If there is even one leaf on the bottom, then the pool should be vacuumed.

- Most commercial pools have either a separate vacuum system, or you must vacuum through the skimmer. In either case, the hose must be primed (filled with water) before attaching to vacuum suction. If vacuuming through a skimmer, close the main drain to get better suction. Remember not to take the vacuum head out of the water once suction has been established. Your Pool Manager will show you how to vacuum your pool.

**Cleaning Procedure for Fecal Matter / Vomit in Pool:** It is very important to handle the situation promptly and professionally. If someone comes to you and says there is something in the pool, do not disregard them; take a look. If you do suspect fecal matter or vomit in the pool, follow these guidelines:

- Clear the pool of swimmers.
- Use skimmer net and vacuum to remove any solid material and dispose of properly.
- Test water to determine chlorine level.
- Call the Pool Guards, Inc. office for directions.

**Other Duties:** Other duties are outlined on the Daily Maintenance Sheet found at every pool. It is important that this form is filled out completely every day. Make sure you initial duties that you performed.

## **Bathroom Facility Maintenance**

Bathrooms and locker room facilities must be hosed down, or mopped, and cleaned every hour and as often as necessary. SPMS provides the cleaning supplies for most pools, so make sure you have the necessary items to clean. For pools that provide their own cleaning supplies, make sure the Pool Manager is notified if additional items are needed or running low. Bathrooms that are dirty make a bad impression, and in many cases, results in our company losing the account for the following year. You must do the following every day and as often as needed:

- Inspect bathrooms for loose debris such as paper, trash, etc.
- Clean sinks, toilets, urinals, mirrors, and counters.
- Hose down or mop floor.
- Follow all COVID-19 cleaning procedures as directed.

All trash cans must be emptied and cleaned out every day, and as often as needed. Hot summer days make for very nasty trash, but not if taken care of and cleaned up.

## **Operations**

### **Flow Meters**

Flow meters display the flow in gallons per minute of the pool water through the filtration equipment. However, the flow meters sometimes get stuck. You may carefully tap the pipe under the flow meter to knock the flow bead loose. If that doesn't work contact your Pool Manager.

### **Pumps**

Make sure you check pumps for overheating and any loud and straining noises. Report these problems to your Pool Manager or Supervisor immediately. Many times the pump may have lost prime. If the gauges on the filter read "0", turn off the pump and call the Pool Guards office immediately.

### **Chlorinators**

The chlorinators used at most of our pools are called erosion feeders. The only way they work is if the pool pump and filters are running. If the pump has been off for a long period of time, do not remove the chlorinator lid due to a build up of toxic fumes. Because the chlorinators work with the pump, do not take the lid off while the pump is on. If your Pool Manager trains you on filling the chlorinator, only then should you attempt to remove the lid or add chlorine tablets to the feeder.

A couple pools use chlorine feeders. Chlorine is fed from a large bucket through a chlorine pump into the pool filter lines. These types of feeders operate independently of the pump and filter system, but need to be kept filled to prevent the feeder motor from burning out. The chemical mix in the bucket is a mixture of granular chlorine and water. If your Pool Manager trains you on filling the chlorine feeder bucket, only then should you attempt to remove the lid or add granular chlorine to the bucket.

## **Conclusion**

This manual should help you with any questions you may have. Additionally, you have your Supervisor, Pool Manager, and the Pool Guards, Inc. office to back you up. Use your resources and common sense.

A positive relationship, based on good communication with the property manager can make your season even more pleasant. Remember that “*Great Customer Service*” is our main objective. This means it is your primary responsibility to respond quickly and professionally to all situations. Keep your Pool Manager informed of any problems you encounter about patrons or pool operations.

You are a representative of Pool Guards, Inc. You are a mature, responsible individual who understands the importance of a safe swimming environment. Being a lifeguard can be a lot of fun, but it is a serious job. We look forward to an outstanding pool season. Welcome to our team!