

Sears Pool Management Consultants, Inc.

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Lifeguard Manual



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1. Sears Pool Management Consultants

About Sears Pool Management Consultants

Sears Pool Management Consultants (SPMC) specializes in lifeguard staffing services and regular maintenance of community pools in the Atlanta area. Our goal is to provide our customers with the widest variety of pool-related services, performed with unparalleled professionalism and customer service. We hold ourselves to the highest standards of integrity and quality, because we believe our customers deserve the best. We also aim to provide our lifeguards with fun and pleasant work environment that allows them to gain valuable work experience.

About this Manual

The purpose of this manual is to improve the services we offer to our clients and to facilitate their execution by our lifeguards. It is our belief that employees that are familiar with their responsibilities, working environments, and general operating policies will be more content and productive, ultimately leading to improved customer service. Again, our goal is to provide our customers with the widest variety of pool-related services and unparalleled service while maintaining a pleasant work environment for our lifeguards. Please take the time to familiarize yourself with the contents of this manual.

Employment at Will

SPMC does not offer tenured or guaranteed employment. Either Sears Pool Management or the employee can terminate the employment relationship at any time, with or without cause, and with or without notice.

This at-will employment relationship exists regardless of any other written statements or policies contained in this handbook or any other company documents or any verbal statement to the contrary.

Equal Opportunity Employer

SPMC is an Equal Opportunity Employer and conditions of race, color, religion, sex, age, national origin, handicap, political affiliation or other non-merit factors are not a consideration for employment, promotion, transfer, demotion, treatment on the job, pay or other compensation, benefits, training, discipline, layoff or termination.

Sexual Harassment

Sexual harassment and/or false claims of sexual harassment are strictly prohibited and are grounds for termination. Employees agree that we work in an environment where limited clothing is common. Therefore, it is even more important that we agree to act professionally and courteously to our fellow employees.

Non-Harassment

SPMC prohibits harassment of one employee by another employee, supervisor or third party for any reason including, but not limited to: veteran status, race, color, religion, sex, national origin, age and physical or mental disability. Harassment of third parties by our employees is also prohibited.

The purpose of this policy is not to regulate the personal morality of employees. It is to ensure that in the workplace, no employee harasses another for any reason.

While it is not easy to define precisely what harassment is, it includes slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes, and teasing.

Any employee who feels they are a victim of such harassment shall immediately report the matter to their immediate Supervisor, Staffing Manager or President.

SPMC will investigate all reports of harassment as confidentially as possible. Adverse actions will not be taken against an employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of the non-harassment policy are not permitted and may result in disciplinary action, up to and including termination from the company.

Immigration Reform and Control Act

The Immigration Reform and Control Act of 1986 (IRCA) makes it unlawful for an employer to hire any person who is not legally authorized to work in the United States. Sears Pool Management requires that all employees' employment eligibility be verified before the first day of work. In order to establish employment eligibility, all new Sears Pool employees must complete an I-9 form. This information will be entered into the national e-Verify database for validation of employment eligibility.

Termination Policy

We recognize the employee's right to resign at any time for any reason; similarly we may terminate any employee at any time, with or without cause. If an employee does not call or show up for work for three (3) consecutive work days, that employee's job may be terminated. If an employee is terminated, he/she forfeits any bonus that may have been earned.

Should an employee be terminated or quit on his/her own volition, the employee shall return to SPMC all property in his/her possession that belongs to SPMC or our Customer. If employee does not return all property within three business days of termination, SPMC shall have the right to pursue collection of said property to the fullest extent permissible by law. Employee will be liable for the value of any unreturned, stolen, broken, or lost company property that was last in his/her possession. Employee will also be liable for collection expenses of said property.

SPMC Management, Maintenance & Administrative Teams

Management Team

Craig Sears, President craig@searspool.com

Craig is the President and founder of Sears Pool Management Consultants. Craig earned a degree in Biology from Washington and Lee University and a Masters degree in Management from Georgia State University. Craig oversees all aspect of the SPMC portfolio and manages the sales component of the organization. With over 19 years of experience in pool management, Craig has CPO, WSI, LGI, APSP Tech I, II and CSP certifications.

Jimmy Don Murray, Operations Manager jimmydon@searspool.com

Jimmy Don joined SPMC in November 2014. After five years as a manager in pest control for the wildlife division, Jimmy Don has returned to his original passion for the pool industry. He comes to Sears Pool with many years of experience managing YMCA's in the midwest and then with a local pool management company as their general manager. He also traveled to Bulgaria to teach lifeguard training to the local community. As Operations Manager, Jimmy Don is responsible for supervision of our maintenance staff, which includes general service to our pools and also manages all of the renovations and repairs needed. He has CPO and CST certifications

Jackie Greene, Staffing & Sales Manager Jackie@searspool.com

Jackie joined SPMC in June 2013. She is responsible for the recruiting, hiring and training of SPMC staff, scheduling & supervising of lifeguards and gate attendants, and resolving customer concerns as it relates to lifeguard performance & expectations. Jackie also handles contract sales (new & renewal) is in charge of the marketing portfolio of SPMC. She is CPO certified.

Barbara Rion, Bookkeeper barbara@searspool.com

Barbara joined the SPMC team in July, 2008. She has an A.S. in Business/Journalism and has 25 years of practical experience as a Full-Charge Bookkeeper. She is in charge of all accounting functions and has many years of experience in bookkeeping and payroll.

Regional Manager:

Igor Veselinovic joined our team as a lifeguard in Summer 2009 and was quickly promoted to Head Guard when he proved himself at one of our most challenging pools. In August, 2009 he was promoted to Maintenance Supervisor. In February, 2017, Igor was promoted to Regional Manager where he assist in supervising the maintenance team to ensure that the pools are maintained effectively and efficiently as well as meeting and exceeding all local swimming pool health codes. He received the Ernest Mlynarczyk Leadership Award in 2010 & 2014. Igor is CPO, CMS, CST, LGT & CPR certified.

Administrative Team

Abby Geibel joined SPMC in May, 2015 and serves as our Receptionist/Administrative Assistant. She assists with lifeguard scheduling.

Amanda Morson joined SPMC in November, 2015 as the Administrative Assistant for our Operations Team. She helps coordinate maintenance visits and repair needs.

Service Team

Mark Perryman joined SPMC in July, 2014 as our Service Technician. Mark brings over 8 years of maintenance and repair experience with him. Prior to joining SPMC, he worked in a management role with Home Depot for 18 years and with LA Fitness for 2 years as the District Facility Supervisor.

Fidel Garcia-Martinez joined SPMC in 2000 as a seasonal maintenance helper. He continued in this role for 12 years. During this time, he worked with our maintenance staff and gained valuable knowledge about the 'ins & outs' of the pump room equipment. In 2012, he was promoted to a full time position as Assistant Service Technician.

Maintenance Supervisors

Lazar Miljkovic first joined SPMC as a lifeguard in 2007 and was promoted to Maintenance Supervisor in 2008. In 2009 he returned to his home country of Serbia for two years. In March, 2011 he returned to SPMC and resumed his position as Maintenance Supervisor. Lazar received the Ernest Mlynarczyk Leadership Award in 2012. Lazar is CPO, LGT & CPR certified.

Bojan Sijakovic joined SPMC as a Maintenance Supervisor in February, 2013. Bojan has over four years of experience in the pool industry. He has a Bachelor's Degree in Applied Science in Engineering. Bojan received the Earnest Mlynarczyk Leadership Award in 2015. He is CPO, CMS, LGT & CPR certified.

Andrew Moyher first joined SPMC in 2009 as a lifeguard and worked two full seasons. After a two year stint as a Pool Manager with another local pool management company, he returned in March 2013 as our Maintenance Tech and was promoted to Maintenance Supervisor in January, 2014. Andrew is CPO, CMS, LGTI, LGT and CPR certified.

James Hankins joined SPMC in August, 2015 as a Maintenance Helper and was promoted to Maintenance Supervisor in November, 2015. James served in the United

States Air Force for two years and was trained in maintenance & repair of aircraft systems. His background includes customer service in the trade and retail industries.

Bill Nelson joined SPMC in April, 2016 as a Maintenance Helper and was promoted to Maintenance Supervisor in August, 2016. Bill is an Atlanta native and attended Georgia Technical College where he majored in Industrial Maintenance. He has a passion for helping people and animals. Bill is CPO certified.

Chris Whitmire joined SPMC as a Maintenance Helper in May 2016. Chris returned to SPMC in March, 2017 as a Maintenance Supervisor

Ryan English joined SPMC as a Maintenance Supervisor in March, 2017.

2. LIFEGUARD/ATTENDANT JOB DESCRIPTION

The number one priority of a lifeguard is patron safety. Rule enforcement is a must. Your secondary responsibilities include completing the daily opening and closing duties (see Section 4 of this manual). The duties include, but are not limited to, regular checking and recording of the pool chemistry, keeping the pool itself clean and free from debris, trash removal, restroom cleaning & restocking, and keeping the pool deck neat and clean.

Head Lifeguard: Head Lifeguards are assigned for multi-guard pools. The Head Lifeguard is the daily SPMC management presence at the Pool and will have a minimum of two years of experience. The Head Lifeguard shall be responsible for monitoring the condition of all pool related equipment, and reporting any concerns to your Maintenance Supervisor or the Staffing Manager. The Head Guard will be responsible for creating the guard schedule each month for their pool. The Staffing Manager will provide assistance when needed. In addition, the Head Lifeguard shall report to the Staffing Manager how well the lifeguards are performing their duties respectively.

Lifeguards: You shall be responsible for monitoring the condition of all pool related equipment, and reporting any concerns to you Head Lifeguard, Maintenance Supervisor or Staffing Manager.

Lifeguards are not permitted to give swim lessons during their regularly scheduled hours of lifeguard duty.

Gate Attendant: Gate Attendants shall enforce the Client's membership usage policies as he/she is able (including No Smoking, No Glass policies and pool closures), but shall not enforce any lifeguarding or other safety rules. In addition, Gate Attendants are not responsible for performing any lifeguard duties, including, but not limited to, administering rescue skills, CPR, and First Aid. Gate Attendants to perform the opening and closing duties, including cleaning the deck area, removing debris from pool area, placing trash in customers dumpster, straightening furniture and raising or lowering umbrellas when appropriate.

3. Employee Pay and Bonus

Payroll & Direct Deposit

Paychecks are issued every two weeks. Employees have the option of forwarding their paycheck directly to a checking or savings account in a bank of their choice or receiving a manual check. If an employee is interested in signing up for direct deposit, they should see the Bookkeeper for a direct deposit authorization form.

Payroll Deductions

There are a number of payroll deductions which are applicable to SPMC employees: Federal and State income taxes, Social Security and Medicare taxes.

Payroll Advances

SPMC does not provide pay advances on unearned wages to employees.

Employee Categories

All employees of SPMC are classified as either non-exempt or exempt under the Federal Wage-Hour Law. Lifeguards and/or Gate Attendant positions are classified as **Non-Exempt Employees**. Non-exempt employees are entitled to compensation under the provisions of the Federal Wage Hour Law. These employees may be either salaried or hourly and all eligible for overtime pay based on their letter of understanding detailing their salary and expected hours work. However, they may not incur overtime without the permission of a supervisor.

Season End Bonus

SPMC Lifeguards & Gate Attendants are eligible to receive a Season End Bonus of up to \$1.00 more per Regular hour worked. The amount is determined based on the points awarded or lost throughout the season and is paid at the end of the season.

The following criteria must be met in order to receive the bonus:

- Must work a minimum of 100 hours during the season
- Must finish the season
 - Based on what you indicated your last day of employment availability is when you completed your Availability Calendar.
- Must work Two (2) of the Three (3) holidays (not two days in one holiday weekend)
 - Memorial Day (3 days to choose from); July 4; Labor Day (3 days to choose from)

The bonus is paid on **ALL REGULAR HOURS** worked during the season. Regular hours are defined as any hours worked that were not paid at holiday, school day or pool party rates.

4. Your Schedule

Your schedule is posted on MyMITC at mymitc.searspool.com/mymitc and is based on the information you provided on your Availability Calendar. Any changes to your availability must be reported no later than the 15th of the prior month of scheduling.

The SPMC office or Head Lifeguard prepare lifeguard schedules mid-month for the upcoming month. You will be notified when your schedule is posted. Schedules are typically finalized by the 25th of each month for the next month. There are, on occasion, times when open shifts for the upcoming month are filled closer to the end of the month. It is **IMPERATIVE** that you check MyMITC on a regular basis – not just one time for the upcoming month.

It is **YOUR** responsibility to cover your shifts. If you have been scheduled for a shift that you now cannot cover, **YOU** are responsible for finding a sub for that shift. If you are not able to find a sub, **YOU** are responsible to be at work for that shift. In the event that you ‘swap shifts’ with another lifeguard, both you and the other guard must call the office to report the change. The schedule will not be updated until the change is confirmed by both guards. In the event that neither guard reports for said shift, the guard originally scheduled will be docked bonus points.

No Shows for shifts (even if you advised the office that you can no longer cover a shift you were scheduled for) will result in Negative Bonus Points! Repeated no shows may result in suspension and/or termination.

Open Shifts are almost always available. You can check “Open Schedules” on MyMITC. If you see a shift that you want to cover, call the office and we will assign the shift to you. You may also be called to cover open shifts. We greatly appreciate it when a guard helps us fill shifts!

You are responsible for regularly checking your Time Card on MyMITC. **IMPORTANT!** If you have missed a clock in or clock out, there will be a warning on your time sheet.

- If you see this warning, make sure you address it!
- If you miss clock ins/outs, that means you have **ZERO** hours for that day and you will not be paid!

Clocking In and Clocking Out

The opening guard should arrive 15 minutes before opening time to perform the opening duties before the pool is open to patrons. Remember to clock in from the pool telephone.

- From the POOL phone – call 770-993-2018
- Enter your Employee Pin (typically the last four of your SS#)
- Enter the Job Pin (Each pool has a unique Job Pin!)

Press 1 to clock in and 2 to clock out.

If you are having problems with the clock-in system, please call the office at 770.993.7492 and ask for help.

5. General Procedures

Customer Service

It is extremely important for every SPMC employee to play an integral part in customer service. We want to create an environment where our customers feel safe and relaxed. To do this, we must earn their respect. How do we do this? Greet our customers in a friendly manner when they approach you! Try to greet them by name. Make certain they understand that you must keep your eyes on the pool while talking with them. Otherwise, they might think you are being rude. Be sure to enforce all pool rules consistently and fairly, and explain the reasons for the rule, as this will help educate patrons on pool safety. If customers are not satisfied with your explanation, ask them to please call our office and speak to a manager.

Securing the Pool Area

It is very important that an SPMC lifeguard lock and secure the pool area, pump house, and restroom facilities at the end of each day. Failure to do so exposes us to potential problems. Someone could use the property during the time when we are not there to supervise. This could result in intruder injury or death and possibly lead to a lawsuit against SPMC and its employees. Because of this, SPMC lifeguards should also keep the pump house area closed to patrons during the normal operating hours. This will prevent children and other patrons from injuring themselves with the equipment or chemicals. Finally, make sure the pool area is secured so that we prevent theft and vandalism to our clients and our own property.

Lock Box Codes

It is imperative that you NEVER GIVE OUT THE LOCK BOX or GATE CODE to other people. Although many of our pools have the same lock box codes, these codes are for SPMC employee's only.

Many of our pools have also assigned a specific gate code for SPMC staff. If you give the code out and someone comes in using that code, you will be held personally responsible for any damage or misuse of the property. In the same regard, non-residents may ask you what the code is to gain illegal access to the pool.

Always be sure to put the keys and/or cards back in the lock box when you close the pool at night. If the key is missing, our supervisors and/or the next guard scheduled will not be able to get in the pool the next morning. You will be contacted and will have to immediately bring the key/card to the facility.

6. Daily Lifeguard Responsibilities

Opening Duties: You are required to be at the pool 15 minutes early to:

- Retrieve keys from lockbox (make sure lockbox is closed and code is not displayed)
- Check and record chemicals
- Check and clean the skimmer baskets
- Make sure bathrooms are clean and stocked with toilet paper and paper towels. You should also sweep and mop the floors/stalls and clean the sinks.
- Straighten up the deck furniture and make sure it is clean
- Make sure the trash has been emptied and that the trash cans are lined
- Check and clean any garbage around the pool deck
- Raise umbrellas in the pool area
- Place the First Aid kit within your reach
- Place backboard on pool deck and rescue tube on the stand with you

Hourly Duties: During 10-15 Minute Break Every Hour

At 45 (or 50) minutes after the hour or on the hour:

- Check and record chemicals (every 3 hours)
- Check bathrooms to make sure they are stocked with toilet paper and paper towels, and to ensure they are clean (every 2 hours)
- Walk the deck for trash pick up and empty trash cans if they are half full or more

Closing Duties: You are required to stay after closing to do the following:

- Check and record chemicals. Add any chemicals if necessary.
- Clean bathrooms and stock them with toilet paper and paper towels. Sweep and mop or hose the floors/stalls, and clean the sinks and mirrors if needed
- Hose down or sweep the deck and furniture, but lay all lounge chairs down flat before hosing.
- Lower all umbrellas. Be sure to wipe down tables if there is any food or drink spilled on them.
- Pick up trash and empty the trash cans every night, especially if they are half full or more and rinse them out thoroughly if they are sticky. Otherwise they will attract ants and bees.
- Check and clean skimmer baskets.
- Make sure the test kit, first aid kit, rescue tube and backboard are put away.

ALWAYS COMPLETE THE DAILY LIFEGUARD CHECKLIST!

When you start to get low on supplies, call the office to re-order or email service.request@searspool.com. Do not wait until you are completely out!

Sears Pool Management Consultants, Inc. 

Updated January 2017

Checking Chlorine and pH Levels

Check chemicals a minimum of three times a day—opening, 3 to 4 hours after opening, and at closing. Depending on your pool, you may need to check chemicals more than once during the middle of the day. Maintain chemicals at the following levels. **Both should be checked and recorded a minimum of 3 times per day as stated in the daily lifeguard responsibilities checklist.**



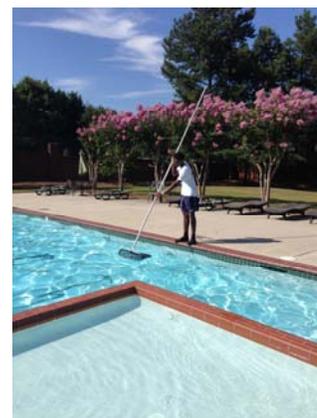
If you have any trouble testing the water, contact the office for help. If the chemicals are not within the appropriate range (as show in below), make adjustments to correct them. If you are unsure of how to make adjustments contact the office.

| | |
|----------|------------------|
| Chlorine | 2.0 to 5.0 range |
| pH | 7.2 to 7.8 range |

Other Lifeguard Responsibilities

When the filter pressure is 8-10 psi above clean, usually every 4 to 7 days, you must backwash the filters. It is best to do this at opening, if possible. Depending on your pool, you may need to do this more often. **At least once a week, you should vacuum the pool before or after closing.** Depending on your pool, you may need to do this more often. Busier pools will need to be vacuumed 2 or 3 times per week. Use common sense. If the bottom of your pool is dirty, vacuum.

Only perform the backwashing and vacuuming procedures if you have been properly trained to do so by a Sears Pool Management employee.



7. Guard Stationing, Surveillance and Rule Enforcement

SAFETY is the most important part of your job description!



If there are five or fewer patrons at the pool, guards may sit in a regular chair (NOT a lounge chair) poolside provided this point allows clear line of sight and close proximity to all patrons. If there are more than five patrons at the pool, the guard(s) must be in the lifeguard stand. When one guard is at the pool, he or she should use the lifeguard stand. When there are two guards at the pool, one should be stationed at the deep end or water slide, the other in the lifeguard stand. When there are three guards at the pool, station one at the deep end, another in the stand, and the third at the entrance, poolside.

Active surveillance is key! It only takes seconds for a child to start needing help. A drowning child may slip quietly beneath the surface of the water with no struggle and no gasping for air.



1 second



2 seconds



3 seconds

ALWAYS BE ALERT AND PAYING ATTENTION TO THE POOL AND THE SWIMMERS!

Pool Rules are important! They help protect swimmers from the most common water and pool related injuries, and they make a lifeguard's job easier. Pool rules lose their effectiveness when a lifeguard fails to uphold them consistently. **KNOW ALL OF THE RULES!** If a single lifeguard forgets a particular rule, swimmers may view that as leniency, which may make it difficult for other lifeguards to successfully enforce the same rule at a later time.

Don't just blow your whistle! Help kids and parents learn how to stay safe in the water.



Effectively communicate the rules and expectations. Encourage water safety! Reward the kids who are following the rules and being a safe swimmer.

Sears Pool Management Consultants, Inc. 

SPMC Standardized Whistle Cadences:

ONE BLAST: Used to get the attention of another guard or a patron. Will primarily be used in the enforcement of rules, make sure to call the patron over (or go over to the patron [Exceptions being common offenses, e.g. diving, running]) when enforcing a rule (it is difficult to hear across the pool).



TWO BLASTS: Used when performing a simple rescue that does not require full activation of the EAP (e.g., simple assist from edge, or in shallow water).

THREE BLASTS: Activates the EAP (See below)

ONE LONG BLAST: Signals lifeguard break/adult swim. (Announce either “Lifeguard Break!” or “Adult Swim, clear the pool!”).

NOTE: Do not hesitate to use your whistle, you have it for a reason.

8. Emergency Procedures

Emergency Action Plan (EAP) for SPMC Managed Aquatic Facilities

This emergency action plan is designed to instruct employees and patrons in the emergency response protocol. This general outline provides the lifeguard on duty with ample guidance and instruction in responding to life-threatening emergency scenarios.

NOTE: Not all “rescues” will require full activation of the EAP, full activation is required primarily in life-threatening scenarios.

IN THE EVENT OF A LIFE-THREATENING EMERGENCY

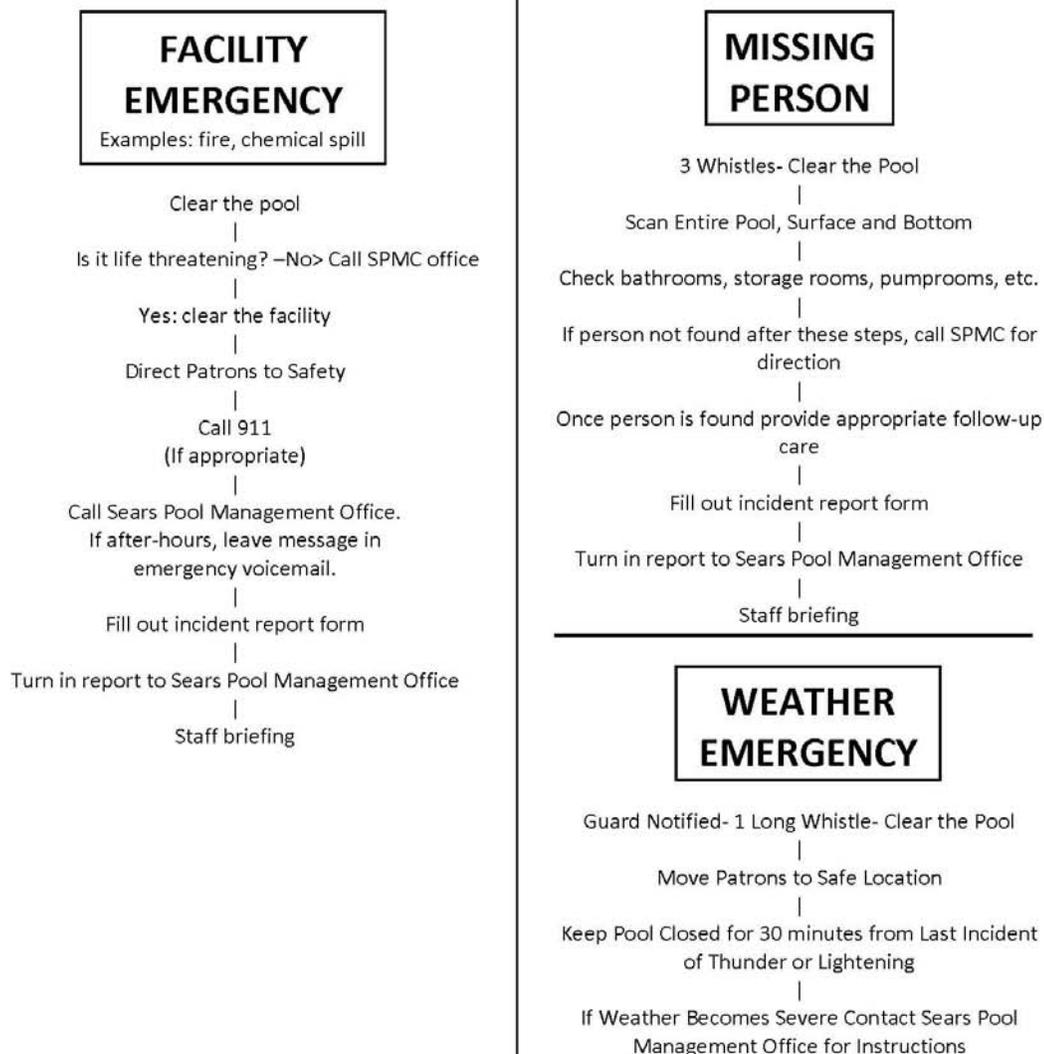
1. **Activate the EAP (Three Whistle Blasts)**
2. *Assess the victim’s condition and clear the pool*
3. *Safely enter the water and perform an appropriate rescue*
4. *Bring the victim to safety at the edge of the pool*
5. *Remove the victim from the water*
6. *Have someone call 911!*
7. *Provide emergency care as needed*

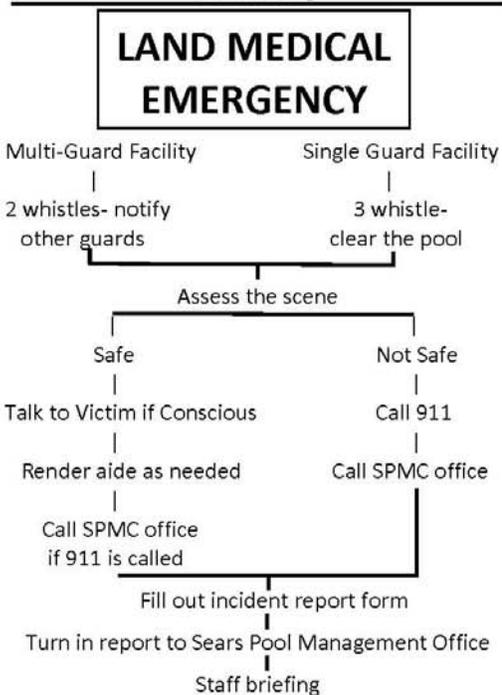
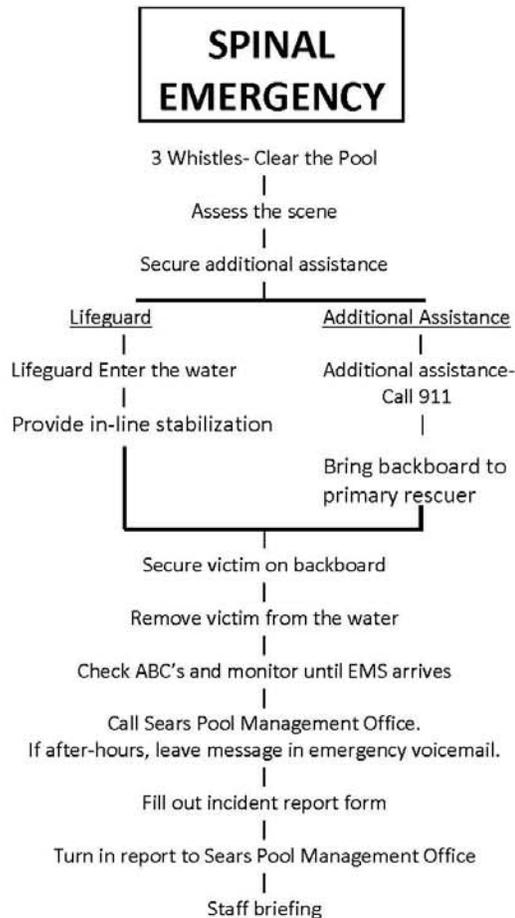
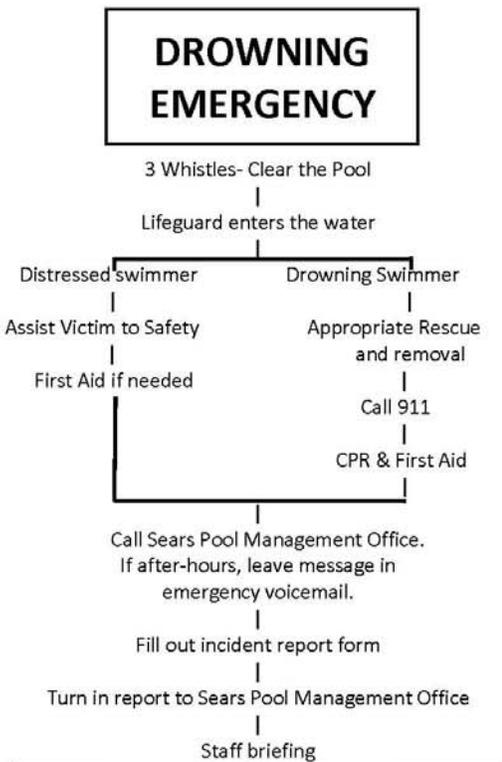
Always complete the Incident Report form once the emergency is over. A copy of the form must be sent to the SPMC office.

The following pages provide a clear flow chart for different types of EAP’s.

Emergency Action Plan

The purpose of the emergency action plan is to provide the guidelines and steps for you to take in responding to a variety of emergency situations that may occur while you are on duty. These EAPs provide detailed plans and have been modified to combine the procedures you have learned in your certification class and Sears Pool Management procedures.





Incident Reports

In case of an accident and/or serious injury, remember that after you provide care you need to do the following immediately:

- 1.) report the incident to the office
- 2.) fill out an incident report (in the forms section of the manual)
- 3.) submit the report to the office within 48 hours of the accident

You have several copies located at the end of this manual. The report is one page, front and back. Please don't forget to submit the form to the office within 48 hours of the accident. We need the incident report for our files.

In Case of After Hours Emergency

We have an emergency voice mail line. If you call the office after hours and get the automated answering machine, listen to the prompts. Select Option 8 to leave a message on the emergency voice mail line. Leave a detailed message and the number where you can be reached. The system will page Sears Pool management and a manager will return your call quickly.

OSHA Chemical Spill Emergency Number

In case of a chemical spill, always call your supervisor or the office **first**. Most spills are small and can be cleaned up easily. If you have a huge spill, we will ask you to call the OSHA Chemical Spill Emergency Number. That number is 1.800.451.8346



9. On Duty Policies

Appropriate Dress/Uniform



Your uniform consists of a SPMC staff shirt, navy blue guard suit, whistle, fanny pack and pocket mask. Female guards may choose to wear a one piece or two piece uniform. **ALL swim suits MUST HAVE “Guard” on them.**

You are not required to wear your staff t-shirt during your entire shift. You should have it on when you arrive at work and when you leave.

Shoes and other footwear should not be worn while on duty, except in the pump room or where chemicals are stored.

Absolutely no string bikinis or other suits that could be considered inappropriate are allowed! Cut off jeans and dress shorts should not be worn while on duty.

Adult Swim/Break Time

Adult Swim as you knew it no longer exists! A court ruled several years ago that asking children to exit the pool, leaving only adults in the water during the 15 minute period known as Adult Swim is discrimination. So, when you need to call the 15 minute break, you should: (Keep in mind; most pools still prefer that you enforce an adult swim policy. This is where anyone under 18 must get out of the water. If this is the case, please enforce the policy, but this is a neighborhood policy, not the law.)

Announce your break by saying “**Lifeguard Break**” and then do 1 of the following:

1. Make sure that everyone gets out of the water while you attend to your responsibilities and check chemicals, bathrooms, hydrate your body, etc.

OR

2. If you work at a pool that is “swim-at-your-own-risk,” make it known to all people at the pool that it is swim at your own risk during those 15 minutes. You can designate that the pool is to be used only for certain activities during this time as well, such as lap swimming.

It is a good idea to speak with the pool representative to find out which method is preferable for dealing with breaks.

**** Please note, not all pools do 15 minute breaks, some are 10 minutes. **
If you are unsure which your pool does, please call the office.**

Substance Abuse Policy Statement



SPMC is a certified Drug Free Workplace. All employees are subject to random drug tests. The use of alcoholic products or illegal substances while on duty or immediately preceding your duty, is strictly prohibited. This policy is strictly enforced. SPMC will not tolerate breach of this policy. We are committed to providing a safe work environment and to fostering the well-being and health of our employees. That commitment is jeopardized when any SPMC employee illegally uses drugs on or off the job, comes to work under their influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job. Therefore SPMC has established the following policy:

1. It is a violation of company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.
2. It is a violation of company policy for any employee to report to work under the influence of or while possessing in his or her body, blood, or urine illegal drugs in any detectable amount.
3. It is a violation of company policy for any employee to report to work under the influence of or impaired by alcohol.
4. It is a violation of the company policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. (However, nothing in this policy precludes the appropriate use of legally prescribed medications.)
5. Violations of this policy are subject to disciplinary action up to and including termination.

Tobacco Policies

The use of smoking tobacco around or in the following rooms is prohibited: pump rooms, chemical rooms, guard rooms, the SPMC storage building and rooms. Chemicals, gasoline, and other dangerous and flammable substances are stored in these confined areas. Therefore, no smoking is allowed in these areas. No smoking is allowed in company vehicles. No smoking is allowed in the company offices or building. Employees may not use tobacco when interacting with customers or other employees in which they supervise; in particular, this means minors who may be influenced by the use of tobacco by their superiors.

Employees may not use tobacco while life guarding. Tobacco usage is permitted under the following conditions:

- Employees may use tobacco on work breaks, when they are away from (or out of the line of sight of) customers and other employees in which they supervise.

10. Other Procedures

Pool Telephone

If the pool phone is ever not working, REPORT IT IMMEDIATELY TO THE SEARS OFFICE! Do not answer the phone while you are on the guard stand. Keep your eyes on the pool. You may ask a patron to answer the phone, if you feel it is appropriate. If the phone is for you, ask the patron to find out **who is calling, and let them know you will call them back at the next break** (or ask them to call you back at the next break).

If there are two guards at the pool and there are not very many patrons, then it is okay for one guard to answer the phone. **However**, the guard who answers the phone must first ask the other guard to keep watch over the entire pool. If the other guard does not feel comfortable watching the entire pool, then the first guard cannot leave to answer the phone.

Cell Phones and Other Electronic Devices

You may not have or use a cell phone or any other electronic device while you are on the guard stand. These may only be used during your lifeguard break after you have completed your other responsibilities. If the SPMC office learns that you have your cell phone on the stand while on duty, you are subject to suspension and/or termination.

Complaints and Difficult Situations

We understand that not every pool patron is easy to handle. Part of providing good customer service is handling complaints and difficult situations properly. Handle complaints in an **apologetic manner**. When a patron becomes extremely upset or violent, stay calm and be polite. The situation will only worsen if you allow them to upset you. In most cases, an upset patron only wants someone to address their complaint and take action to correct it. Let them know you will fix the problem as soon as you can. Then make sure you follow up by fixing the problem at the next break. If you need help, call your pool supervisor. If you can't reach him or her, call the office.

On occasion, a patron will become overtly violent and/or abusive toward the lifeguard or other patrons. You must take disciplinary action. Make them sit out for a period of time or kick them out of the pool area for the day. If the violent patron refuses to listen to you, call for help at the next break. If the matter is urgent, call break and call for help immediately. **Avoid physical contact** with the violent patron. **Call 911 if the violent patron threatens anyone or is carrying a dangerous weapon.**

Rafts and Other Floatation Devices

Most pools have rules about which floatation devices can be used by pool patrons. If there is not a set policy that you know of, follow these guidelines:

Rafts and floats are okay as long as there is no horseplay that endangers the participants or the bystanders. It is a good idea to keep large floats out of the pool during peak periods of use though. This is because it is very difficult to watch people when you cannot see around the floats.



Rough and dangerous play involving rafts deserves a stern warning the first time. The second time, remove the raft from the water for a period of time. Do not allow swimmers to run and jump onto rafts or to run and slide on rafts. The raft may move forward, causing the swimmer to hit his or her head on the cement.

Floaties are okay, however keep in mind that floaties can cause problems. They give swimmers a false sense of security. Swimmers with floaties are potential drown victims if one or both floaties slip off of their arms.

Do not allow any more than two kickboards or pull-buoys out at one time. This will keep them from getting lost and/or damaged during rough play. Canoes, kayaks, and other boats are not allowed in the swimming pool at any time.

Pool Procedures for Bad Weather

No matter what the weather, you should **always show up for work.** If it is a bad day and there is no one at the pool, take advantage of the extra time to get your maintenance work done. Afterwards, feel free to read, listen to your radio, or do something to keep you occupied until the weather clears and people start showing up.

Remember, **people may swim in the rain.** Don't close the pool down if people want to swim in the rain. If it is raining so hard that you cannot see the bottom of the pool, then you should clear the pool of people. You may let people back in the water once you can see the bottom of the pool.

In case of thunder and/or lightning, clear the pool for 30 minutes.



Under no circumstances can anyone be in the pool, next to the pool, or touching any railings or fixtures (starting blocks, lifeguard stands, diving boards, slides, etc.) near the pool. The area around the pool is not grounded for lightning, and lightning travels when it strikes. It is important that everyone is cleared and goes to their cars, the clubhouse, or bathrooms for shelter.

If you do not hear any more thunder or see any more lightning within those 30 minutes, you may re-open the pool. If you see lightning or hear thunder again within the original 30 minutes, start counting a new 30 minutes from the time you hear thunder or lightning.

It is always a new 30 minutes from the time you see lightning or hear thunder.

If the sky looks really bad, don't wait until you hear thunder or see lightning. Clear the pool. Some of the summer storms will move in quickly, so use your good judgment. You don't want the first time you see lightning to be when it hits your pool.

If the bad weather continues and you are not sure if you should stay open, call your pool committee contact person and ask them what to do. **Do not close the pool and leave without first calling the pool committee contact person and then calling the office.** You must call the office to let us know that you have been told to close the pool and leave.



Contamination Procedures

If someone vomits/throws up or defecates/poops in the pool, you must:

- 1) Clear the pool and pool area/deck of all patrons.
- 2) Clean up the contamination as much as possible (if possible).
- 3) Call the office at 770.993.7492 so that we know the pool is closing, in case of inquiries as to why the pool is closed.
- 4) Follow the procedure for your county as listed in the contamination chart located in the Lifeguard Manual at the pool.
- 5) If you have any questions, ask your supervisor or call the office.
- 6) Document the incident in writing. Be sure to post contamination signs from the back of the lifeguard manual, or hand-made ones that read, "Closed for Contamination," and note the time at which the pool was closed and the time at which it will be opened again. Post these at all entrances to the pool area.
- 7) Call your supervisor or the office to find out how much chlorine you should add to shock the pool. The supervisor of the pool you are guarding will be listed in the lifeguard manual. Shock the pool **only with explicit directions from supervisor or qualified office staff.**
- 8) When reopening your pool, check the chemicals and backwash.

If patrons ask you why the pool has to be closed down, you may let them know that it is for health and safety reasons and is required by the Board of Health. The chlorine level has to be adjusted in order to kill all contaminations from the accident.

The pool water also needs enough time to go through the pump/filter system to be cleaned and then distributed back into the pool. If the pool has to be shocked with chlorine, it will take time for the chlorine level to come back down to a safe level for public use.



11. Detailed Chemical Information



You will need to have the following chemical knowledge if your Supervisor instructs you to add a chemical to the pool. Your Supervisor will tell you **what** to add, **how much** to add, **when** to add it, and **how** to add it. Remember to **always wear protective goggles and gloves**. They should be stored in the pump room or chemical room.

Before you put any chemical in any container (cup, bucket, etc.), you must clean the container by washing it with water, and only water! Be sure to completely dry the container before adding chemicals. Do not assume the container is clean because it looks clean. Clean the container yourself.

Chlorine is used to kill infectious germs, bacteria, algae, and other undesirable organisms in the pool. We want the chlorine level to be kept between 2.0-5.0 normally. Add chlorine by turning up the chlorine vat feeders in the pump house. If the chemical feeders are not injecting chemicals (the levels in the vats are not going down or feeders are leaking), call the office immediately. They will need to be repaired.

Sunlight, human bodies, and rainfall will use up active chlorine. You will find that on bright days with many people at the pool and on days with heavy rain, you may need to turn the chlorine feeders up slightly. Remember to turn them back down to their normal levels when you close for the night.

There are three different types of chlorine we use at our pools. Those are:

- 1.) liquid – stored in large plastic barrels
- 2.) granular – white granulated powder
- 3.) sticks – white cylindrical sticks

If people are already in the pool, but the chemicals are not completely balanced, call your supervisor or the office for instructions.

Never mix different types of chlorine together, especially in the chlorinators. NEVER MIX CHLORINE BLEACH WITH AMMONIA. You will form noxious, poisonous gas that can be strong enough to kill you!

pH is a measure of the relative acidity or basicity of the pool water. pH should always be kept between 7.2-7.8. If the water is too acidic or too basic, you will need to adjust the water with chemicals. A low pH means the pool is too acidic. A high pH means the pool is too basic. Liquid and granular chlorine are basic, so they will tend to raise pH. Stick chlorine is acidic, so it will tend to lower the pH level. If for some reason the pH is too low, add soda ash (see the next paragraph). If the pH is too high, add muriatic acid.

Muriatic Acid is used to lower pH. This is a **very strong chemical**. Use extreme caution when working with this chemical. You should always wear gloves and goggles. When you open a gallon jug of muriatic acid, keep your face away from the bottle top. If you are mixing muriatic acid with water for any reason, add water to the bucket first, and then add muriatic acid. This way, if something splashes out of the bucket when you are adding the muriatic acid, it will be mostly water.

Do not allow this chemical to spill on your clothes or your skin! Muriatic acid will eat through your clothes or your skin...

If you spill muriatic acid on your clothes or skin...

1. Do not panic!
2. Set the bottle down gently to avoid spilling more
3. Jump in the pool. This is the fastest way to dilute the muriatic acid on your body. If you are not near the pool, turn on a hose or a faucet and douse yourself with water repeatedly to dilute the acid.

Do not inhale the fumes! You will burn your nostrils. You can cause permanent damage to your sense of smell and brain if you intentionally inhale these fumes.

Do not allow the fumes to get into your eyes. You can cause permanent eye damage by allowing the fumes to get into your eyes. **If muriatic acid fumes get into your eyes:**

1. Do not panic!
2. Set the bottle down gently to avoid spilling it and getting it on your clothes and your skin.
3. Call for help.
4. Flush your eyes with cool tap water for fifteen minutes each. Use the shower if possible.
5. Have someone take you to the emergency room, if necessary.

If your pH is low, turn on the feeder to the acid vat. If you do not have an acid vat, you cannot add acid while people are in the pool. In that case only add muriatic acid to the pool at night, after closing, when the pool is empty. **Never put muriatic acid in the skimmers!** If you have any questions, call the office!

CCH/Granular, Chlorine/Shock Treatment/Calcium Hypochlorite

Use to shock the pool when it is very low in chlorine, when there is an outbreak of algae, or when you have a contamination. **Call your maintenance supervisor prior to using.**

Soda Ash (Sodium Carbonate) is used to raise the pH level of the pool. **Call your maintenance supervisor for specific instructions on adding Soda Ash.**

The following is for your information only. Your Maintenance Supervisor is responsible for performing these tests and/or adding these chemicals.

Algaecide is used to help chlorine kill algae. Algaecide needs chlorine to work and will use up your free chlorine. It is a waste of time and money to add algaecide when there is little or no chlorine in the pool.

Alkalinity is the measure of the ability of water to resist changes in pH. Alkalinity is the “buffer” that keeps water from taking wide pH swings. It is essentially the amount of sodium bicarbonate dissolved in the water. It affects pH by keeping it within a normal range. Normal alkalinity range is 80-120 ppm. Your supervisor will test and adjust the alkalinity for you.

Calcium Hardness - Water that contains high amounts of calcium and magnesium salts dissolved in it is called hard water because it is “hard” to make suds with soap. Water with little or no calcium/magnesium is called “soft.” Pools with too little calcium in the water will dissolve calcium from the plaster walls, eating away the walls. Pools with too much calcium in them will form hard calcium scale on the walls and floor. Normal range is 200-400 ppm. Your supervisor will test and adjust the calcium hardness for you.

**If at any time you do not know what to do at the pool,
be sure and call the office for help.
Do not be afraid to ask for help – that’s what we are here for!**

For Supply Requests
Call 770-993-7492 or email lifeguard@searspool.com

For Maintenance Issues
Call 770-993-7492 or email service.request@searspool.com

For Lifeguarding Issues:
Call 770-993-7492 or email lifeguard@searspool.com
SCHEDULING CELL NUMBER IS 678-437-6551

You can always contact Jackie Greene at 404-786-9014 or jackie@searspool.com



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