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## Aquatics Contacts and Emergency Numbers

<b>Program Area Manager</b>	Monica Martin	Office (940) 349-8808 Cell (972) 786-6857
<b>Aquatic Recreation Supervisor</b>	Paul David Morgan	Office (940) 349-8804 Cell (214) 808-4724
<b>Aquatic Facility Maintenance Manager</b>	Tom Klimko	Office (940) 349-8805 Cell (940) 293-3911
<b>Business/Guest Service Supervisor</b>	(Vacant)	Office (940) 349-8802 Cell
<b>Learn to Swim Coordinator</b>	(Vacant)	Office (940) 349-8814 Cell
<b>Aquatics Recreation Coordinator</b>	Greyson Rowley	Office (940) 349-8806 Cell (385) 985-0374
<b>Birthday Party Coordinator</b>	Sarah Coomer	Office (940) 349-8806 Cell (817) 291-8553
<b>Manager Office, Breakrooms, First Aid</b>	<b>Denton Natatorium (NAT)</b>	(940) 349-8803
	<b>Water Works Park (WWP)</b>	(940) 349-8813
	<b>Civic Center Pool (CCP)</b>	(940) 349-7712
<b>Pool Managers:</b>	<b>NAT:</b> Maria Martin	Cell (940) 368-2317
	<b>WWP:</b> Wesley Schenck	Cell (940) 783-3625
	<b>CCP:</b> Hannah Hickman	Cell (940) 535-8424
	<b>Floater:</b> Debbie Grabowski	Cell (214) 478-9499
<b>Assistant Pool Managers:</b>	NAT: Maddy Martin	Cell (940) 600-7121
	NAT: Samantha Ormsby	Cell (940) 440-0261
	NAT: Madi Staggs	Cell (940) 395-9311
	NAT: Matthew Welch	Cell (940) 300-8044
	WWP: Jiham Esquivel	Cell (940) 435-1157
	WWP: Ben Hoover	Cell (940) 765-2141
	WWP: Titus Jones	Cell (940) 535-8628
	WWP: Madi Langford	Cell (940) 600-7121
	WWP: Jenna VanVickle	Cell (940) 208-8476
	CCP: Austin Travis	Cell (940) 435-1331
	CCP: Isaac Rosales	Cell (940) 765-0047
	CCP: Kaylee Walker	Cell (940) 735-0742
<b>Dolphins Swim Team:</b>	(Head Coach) Elizabeth Harrison	Cell (940) 368-4878
	(Asst. Coach) Malia Gattis	Cell (214) 551-3368
	(Asst. Coach) Megan Graham	Cell (682) 597-4025
	(Asst. Coach) Mareck Remington	Cell (281) 536-7827

**Remember: cell numbers are personal and not to be shared with the public.**

## **Welcome to Denton Aquatics**

Welcome to the City of Denton Parks and Recreation Aquatics Department. This manual will serve as your guide for aquatic training, emergencies, City of Denton information, employee policies, customer service, and professionalism. The policies and procedures contained in this manual are essential for safe and efficient operation of all Denton Aquatic Facilities.

City of Denton aquatic staff must also exhibit the following characteristics:

- A thorough knowledge of all policies and procedures and the constant willingness to obey and enforce these policies
- Maturity
- Be a part of the Emergency Action Team
- Provide accurate record keeping
- The highest level of customer service and professionalism
- A sense of loyalty to the mission and vision of the City of Denton Parks and Recreation

As far as most citizens are concerned, **you are the City!** When citizens or customers arrive, greet them pleasantly; when customers have questions, answer them expertly; and when customers leave, you are the one they will remember.

### **Parks and Recreation Mission Statement**

Enriching lives and building community through the stewardship of public parks and open spaces and diverse recreational opportunities that foster life-long wellness, creativity, and learning.

### **Parks and Recreation Vision Statement**

- Dynamic and innovative programs, facilities, and parks for all citizens.
- The efficient and effective use of resources.
- A comprehensive system of stakeholder input.
- Promotion of community beautification.
- Responsible stewardship of public areas.
- Exceptional services that routinely exceed customer expectations.

**Summer Facility Schedules** (Effective May 28, 2022)

<b>Denton Natatorium</b>	Mon-Sun	12pm-6pm	Public Swim (slide & diving)
	Mon-Fri	7am-12pm	Lap Swim Available
	Mon-Thurs	7am-9am	Leisure Water Walking (no slide)
	Fri	7am-12pm	Leisure Water Walking (no slide)

<b>Water Works Park</b>	Mon-Sun	12pm-6pm	Public Swim
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<b>Civic Center Pool</b>	Mon-Fri	7am-12pm	(Dolphins & Fri Aerobics)
	Mon-Tues	12pm-7pm	Public Swim + After Hours Rentals
	Wed-Sun	12pm-6pm	Public Swim + After Hours Rentals

**Notable Facility Events**

	<b>Date(s)</b>	<b>Location</b>
Members Only Weekend	May 21-22	WWP
Opening Weekend (Memorial Day)	May 29-31	WWP, CCP
Dive-In Movie	June 10	WWP
Fourth of July Fireworks Event	July 4	WWP
Dive-In Movie	July 8	WWP
Outside, Last Daily (weekends only after)	Aug 11	WWP, CCP
Outside, Last Weekend (Labor Day)	Sept 3-5	WWP, CCP
Splish Splash Doggie Bash	Sept 10	CCP

**Employee Events**

	<b>Date(s)</b>	<b>Time</b>	<b>Location</b>
Volleyball Night (all employees)	June 4	7pm-10pm	WWP
Auditing Week	June 11-17		All Facilities
Lawn Games Tournament	June 18	7pm-10pm	WWP
Volleyball Night (all employees)	July 9	7pm-10pm	WWP
Auditing Week	July 9-15		All Facilities
CPR Audit	July 29		In-service
Lawn Games Tournament	July 30	7pm-10pm	WWP
Exit Interview Week	Aug 2-6		NAT
End-of-Summer Employee Awards	Aug 4	7pm-10pm	CCP
Volleyball Night (all employees)	Aug 6	7pm-10pm	WWP

## Customer Service

1. The customer is the most important aspect of any business. Get to know your customers and remember their names.
2. The customer deserves our undivided attention. When speaking with a customer, take off your sunglasses and make eye contact. Listen and understand what the customer is saying. If you are on a lifeguard stand, please maintain pool surveillance and refer the patron to a manager or a lifeguard if you cannot answer them quickly.
3. Maintain a professional attitude regardless of the situation. Tense situations can be handled more easily if a lifeguard is positive and helpful. Make sure you are always talking in a calm manner. If a customer has a complaint, it is your responsibility to see that the customer is helped in a positive and professional manner.
4. Customer service applies to all interactions between you and our guests. This includes both verbal and non-verbal communication. The way in which you sit on stand, how you look when you come to work, how you enforce the rules, answer questions, and greet the customers.
5. Be reliable in order to provide excellent customer service. Being reliable means that you are on time. It is also helpful to our guests that each of our staff know basic information about each facility and program that we offer. Being reliable is also essential when enforcing rules. Enforce all the rules, all the time. Inconsistency among the staff **WILL** be noticed by our guests and, more than likely, it will end in a complaint to the Pool Manager.
6. The customer expects quality service, and it is the aquatic staff's responsibility to see that the customer receives the best service possible. Treat the customer as you would like to be treated. Speak to them in the way you would like to be spoken to, regardless of their reactions to your words.
7. Respond quickly to all situations. If you are quick to respond to a customer's need, both the customer and the facility will benefit. Endeavor to be the first and only point of contact for a customer if possible. This means that you should try to answer any question or solve a problem without having to pass them off to someone else. If this means that you ask them to hold for a moment while you find the answer, please do so. Every time a patron is handed to someone else, our customer service is diminished.
8. Know all pool regulations, guidelines, and rules. Enforce rules consistently and effectively. Always be polite when enforcing the rules. Do not let a friend or family member break the rules. You are expected to obey all rules both when you are on and off duty (this includes while at in-service as well).
9. The most important thing to remember is that the *safety* of the customer and the staff is our responsibility. Educate our patrons on how to stay safe in and around the aquatic facility.

## **Anti-Bullying and Anti-Harassment Policy**

The City of Denton acknowledges that all individuals have the right to participate fully in City programming, activities, and use of City facilities free from bullying and harassment. Bullying and harassment, like other harmful or violent behaviors, are forms of conduct that disrupt both a person’s ability to engage in development opportunities and the City’s ability to deliver services in a safe environment.

The City of Denton prohibits bullying as defined in this policy against any individual on the basis of race, color, religion, gender, sexual orientation, gender identity, age, disability status, national origin, genetics, or any protected classification under Federal or state law.

This policy is applicable to all individuals participating in City programs and activities and covers conduct that takes place in City facilities and on City property. This policy also pertains to usage of electronic technology and electronic communication that is used for bullying or harassment (i.e. cyberbullying).

### **DEFINITIONS**

“Bullying,” as described by the American Psychological Association, is a type of aggressive behavior where someone causes injury or discomfort intentionally and repeatedly to another person. We further define bullying as written, verbal, or physical conduct that adversely affects the ability of one or more person(s) to participate in or benefit from the City’s programs or activities by placing the individual in reasonable fear of physical or emotional harm. This includes conduct that is based on an individual’s actual or perceived race, color, national origin, sex, disability, sexual orientation, gender identity, religion, or any other distinguishing characteristics that may be defined by the City of Denton. This also includes association with a person or group with one or more of the above-mentioned characteristics, whether actual or perceived. Any use of electronic communication technology to bully or harass as defined in this policy is also prohibited under this policy.

“Harassment” means unwelcome conduct that is based on race, color, religion, gender, sexual orientation, gender identity, age, disability status, national origin, genetics, or any protected classification under Federal or state law and the conduct is severe or pervasive enough to create an environment that a reasonable person would consider intimidating, hostile, or abusive.

### **ADMINISTRATIVE DIRECTIVES**

#### **REPORTING PROCEDURES**

- A. All allegations of bullying, harassment, or cyber-bullying can be reported to the designated City staff in writing or by email. Any individual may file such a report.
- B. Upon receipt of a complaint, City staff shall take such action(s) as they deem reasonable and appropriate based off of this policy and the specific department’s procedures. Reasonable and appropriate actions may include but are not limited to:

- a. Contacting individuals involved to determine whether an investigation should be pursued;
  - b. Investigating the alleged incident of bullying, harassment, or cyber-bullying;
  - c. Taking immediate steps, at the Department head's discretion, to protect any involved individual pending completion of an investigation; and
  - d. Taking action, such as banning individuals from City programs or facilities if said individual is found to be in violation of this policy immediately following the conclusion of the investigation.
- C. Concerns of bullying, harassment, and cyber-bullying may be filed anonymously. However, exclusion from program participation generally cannot be taken based on an anonymous report alone. Anonymous reports will be investigated with the same procedure, timeliness, and vigor as other reports.
- D. City staff may also use this procedure to investigate complaints of retaliation or threats of retaliation which intimidate the victim of bullying or harassment.
- E. Any act or event involving potential criminal activity may be reported to the Denton Police Department or other law enforcement agencies as applicable.

## **GENERAL PROVISIONS**

- A. To the extent reasonably possible and when applicable, City departments shall notify participants of this policy and potential adverse actions which may include but are not limited to: warnings; loss of opportunity to participate in City activities; being banned from specific programs or facilities; and loss of other privileges.
- B. Any City department taking adverse actions against an individual found in violation of this policy should evaluate whether it may be appropriate to notify any other City departments depending on the factual circumstances.
- C. City Department heads may take reasonable steps to implement ongoing professional development of staff members to prevent, identify, and respond to bullying, harassment, and cyber-bullying.
- D. City Departments heads may take reasonable steps to present the City and Department's policy on bullying, harassment, and cyber-bullying to individuals participating in City programming or using City facilities. This may include instruction on how to prevent bullying, harassment, and cyber-bullying; the process for filing complaints; and the process/consequences that will result from the complaint. This policy may be included in registration forms, posted in City facilities, and on City department websites.

## Speaking with Guests

Occasionally staff may be confronted by a guest who is unhappy with the rules or regulations. When dealing with upset guests, always maintain a professional attitude. If possible, handle the situation yourself. If you cannot, contact the Manager or Assistant Manager to handle the situation, so you can concentrate on your primary responsibilities. If forced to confront a complaint, listen to their concerns, explain that they have been heard and understood, offer solutions based on facility policies, and finally, direct them to a supervisor. It is very important to remain calm and professional.

- If on the stand, never stop scanning to look directly at or talk to a guest - you can respond to them but explain that you must continue scanning your area and therefore cannot make eye contact with them. Answer them if possible, or triple tweet for a supervisor to come and assist the guest.
- Avoid yelling across the pool if possible: signal the patron to come closer to you or have a lifeguard not in the rotation relay the message to the patron (triple tweet).
- Always avoid embarrassing any patron; if necessary, speak with them in private or send them to the Manager.
- Always document any occurrences with patrons on the incident report form and have the form approved by the Manager.
- Our job is to help customers have the best time they can have in our facilities. The more compliments we receive, the more the customers will want to return. **BE POSITIVE, SMILE, HAVE FUN, and invite customers to come back and see us again!**

## Phone Etiquette

When answering the phone, please **state the facility, give your name**, and then **ask to help the customer**. For example, "Civic Center Pool, this is Monica, how may I help you?" Try to provide the information the customer needs. If in doubt, tell them that you do not know the information they are requesting and ask if it is okay to have someone call them back with the information. Offer to take their name and number. If you are aware of whom they need to contact, offer to give them that number. \*

*\* Remember: cell phone numbers are personal and are not to be given out to the public. A city phone number or city email can suffice.*



## **Aquatic Staff Guidelines and Expectations**

**General Statement of Duties** - Responsible for continually observing activities of patrons to ensure their safety and performing rescue/first aid techniques as needed.

### **Job Description**

- Responsible for continually observing activities of patrons to ensure their safety
- Performs rescue/first aid techniques as needed
- Monitors the swimming pool and surrounding area during period of operation
- Explains, clarifies and enforces pool rules
- Responsible for cleaning the pool and surrounding area and facilities
- Administers first aid to guests, employees, co-workers, and supervisors
- Attends weekly trainings and in-services
- Assists in aquatic programming

### **Safety Procedures**

- Your primary responsibilities consist of the following: prevent accidents, respond quickly to all emergency situations, give first aid, and communicate with other staff members, management, and patrons.
- Always wear proper safety gear (goggles, gloves, safety apron, dust mask, and shoes) when working with chemicals.
- Lift with your legs not your back.
- When lifting items over 25 pounds, always ask for assistance from a coworker.
- Always wear gloves and personal protective equipment when handling biohazardous material. If a syringe is found, carefully place the syringe in a biohazard syringe container in pool manager's office.
- Always wear gloves when giving first aid.
- Report all potentially hazardous and unsafe conditions to manager immediately.

### **Environmental Conditions**

- Aquatic Staff may be asked to perform maintenance dealing with hazardous materials.
- Any employee exposed to hazardous materials will be educated to the proper handling and emergency procedures.
- Aquatic Staff are not permitted in the chemical storage areas without Park Maintenance or management personnel present.
- Employees may be exposed to varying degrees of temperature, outside employment, and seasonal changes.

### **Skill Performance**

- You are required to know and be able to perform: CPR (adult, child, and infant), first aid, oxygen delivery, and water rescue techniques.
- You are required to take charge and direct others in emergency situations quickly and effectively.

- You are required to pass internal audits by a score of 80% or better. Failure to pass an internal audit could be grounds for termination.
- You are required to know and follow established emergency action plans for each facility.

## **Rule/Policy Enforcement**

- You are required to know all applicable City of Denton and PARD policies and procedures.
- You are required to maintain consistent and effective discipline by enforcing all City of Denton, PARD, and Aquatics policies and rules.

## **Care for Facility and Equipment**

- You are required to take care of all City of Denton equipment. If you damage equipment or property, you will be required to pay for the damages.
- Cleaning and maintenance are a part of your job. You will be required to: clean restrooms, vacuum, pick up trash, perform grounds work, and perform other assigned duties as needed.

## **Suggestions**

Your ideas or suggestions are very valuable! Let management know if you have any ideas to improve our programs or services.

## **Expectations of Lifeguards**

- You will remain alert and watchful at all times.
- You will know the Emergency Action Plan for the City of Denton Aquatic Facilities.
- You will know, inform, and enforce all rules and regulations of the City of Denton Aquatic Facilities.
- You will establish and maintain good public relations and provide assistance in a courteous manner at all times.
- Cleaning and maintenance are a part of your job. You can expect to be involved in the following tasks: vacuuming, skimming pool to remove debris, cleaning gutters, scrubbing pool walls, cleaning the pool decks, picking up trash, organizing chairs, filling ice coolers, cleaning restrooms and common areas, and other assigned duties as necessary.
- You will inspect the pool, deck area, and restrooms daily for any problems. All problems will be reported to the Manager on Duty (MOD).
- While on the stand, you will remain alert and will not visit or talk to anyone except in the line of duty.
- Radios, books, food, or any other items are not permitted on the lifeguard stand. (Water bottles are okay.)
- You will not leave the guard stand while in the rotation until you are properly relieved or are performing a water rescue.
- No conversations from stand to stand or with friends while in rotation.

- Guards must always face the pool while actively scanning their area, including a downward sweep.

## **Professionalism**

- Remain in a rescue-ready position while you are scanning. Be attentive, stand or sit up straight, and do not prop legs up or cross legs in the guard chair. Feet are to remain flat on the floor of the stand.
- Actively scan the water by MOVING YOUR HEAD to search for behaviors that are dangerous or life threatening.
- When on the stand, always have a rescue tube placed correctly across your lap with the excess strap appropriately bound. Always wear the strap appropriately across the chest.
- Use mature judgment and common sense when safety concerns arise.
- Rotations must happen efficiently. Anything the next guard needs to know should be communicated in about 10 seconds. Do not carry on a full conversation.
- Always be friendly and helpful when assisting guests.
- You are always required to demonstrate professionalism while on duty, including when not in direct contact with the public. Public display of affection (P.D.A.) with coworkers or patrons is not allowed while you are on duty.
- Profanity is not allowed at any time, including when not in direct contact with the public.
- Your cell phones and smart devices will remain in your cubby during your entire shift, even when you are on break. No cell phone is allowed on deck or on stand at any time. Failure to follow these rules will result in an action ticket being issued.
- You are not allowed to sit in a chair while on slide tower unless the Aquatic Center Supervisor has approved a medical accommodation.
- All communication about the job will be between the City of Denton employees. No managers or supervisors will discuss employment matters with parents or guardians of employees.

## **Uniform and Appearance**

- You are required to wear your uniform while on duty: the issued City of Denton lifeguard swimsuit, sunglasses, hat or visor, whistle with breakaway lanyard, hip pack filled with appropriate first aid supplies and resuscitation equipment, and sunblock. If you have the approved lifeguard swimsuit, it is optional to wear the lifeguard tank top or t-shirt. (Otherwise, the City of Denton lifeguard tank top or t-shirt must always be worn while on duty.)
- Hats and visors must always be worn properly (forward facing with the words upright) when outside. You will be given a lifeguard hat or visor, but you may choose to wear your own hat if it has no affiliations on it other than the words “lifeguard” or “guard.” You may wear plain hats if they are completely plain.
- Sunblock must be applied and is considered a vital part of your uniform.
- Sunglasses may be taken off if it is too dark or cloudy to see clearly; however, you may be asked to wear them by an assistant manager, manager, center manager, or manager on duty.

- Uniforms must be in good condition. Ripped, torn, cut, or altered uniforms are not allowed.
- Long hair must be tied back.
- Any tattoos deemed inappropriate by Management staff must be covered.

### **In-service Training**

According to the State of Texas Department of Health Regulations, all City of Denton lifeguards are required to attend a minimum of 60 min of in-service per week in order to be on duty. Throughout the course of the year, lifeguards *and* swim instructors will be required to attend job specific training. In-services are paid training.

- In-service will be conducted four times per month. You must be available for one in-service time that is scheduled. In-services are mandatory.
- **You are required by state law to attend in-service.**
- You will be paid for the scheduled time of in-service training. Showing up early to in-service, or the time it takes you afterwards to dry off, pick up your personal items, shower, change, etc., will *NOT* be paid out.
- Showing up more than 10 minutes late to a scheduled in-service will count as an absence.
- In the event you cannot attend an in-service, you must provide a written explanation why you cannot attend in-service before the missed in-service and have it approved by the Pool Manager.
- If you miss in-services that are unexcused, you will receive an action ticket from the pool manager. A second missed in-service will cause one-week suspension and a verbal reprimand from the pool manager. A third missed in-service will most likely result in termination or longer suspension along, with a meeting with the pool manager.
- If you have an excused absence, you will not need to attend in-service for the times that you have requested off. To guarantee an excused absence from in-service, you will need an approved vacation request on When-to-Work.

### **Auditing**

During the summer and winter seasons there will be several auditing periods. The audits can consist of the following:

- CPR/AED scenarios
- Any type of water rescue
- Live audits during open hours
- Any type of first aid scenario
- Audits during in-services

### **Fitness**

A high level of aquatic fitness is necessary to ensure lifeguards' ability to perform rescues. It is highly recommended that a regular exercise program be implemented by lifeguards to maintain peak physical performance.

## Supervision and You, the Lifeguard

Lifeguards must **always** scan their area while on stand (including a downward sweep). Audits will be performed on a random basis to ensure this objective is being met.

Your supervisor knows when your shift is supposed to end and will be working hard to ensure you're able to leave as soon as is appropriate. Occasionally, however, during peak attendance or the absence or tardiness of another staff member, you may be required to work beyond your scheduled shift. However, all attempts to avoid this situation will be made. Lifeguards should never leave their position prior to being relieved by another staff member or being dismissed by the supervisor in charge. Your supervisor will communicate with you to keep you apprised of the situation as much as possible.

## Rotations/Push Times

During rotation, a lifeguard will spend 20 or 30 minutes per lifeguard station. At the end of every rotation (1-6 stands), there will be a scheduled working break for the lifeguard ranging from 15-20 minutes. Going from break to rotation requires the break guard to **ROTATE 3 MINUTES** early in order to ensure that guards going onto break have their allotted time.

The most common push times are: : 17 : 37 : 57 (I.E.: 10:17, 10:37, 10:57, 11:17, etc.)

These times take into consideration the 3 minutes allotted to rotate through the positions. Please be considerate of your fellow coworkers and push *on time* and *with purpose*. There is nothing worse than being "short-changed" your relief of active scanning because your coworkers took too long to rotate!

## Stoplight Rules, Scanning, and Responding to Emergencies

1. You must stand in your lifeguard station **every 5 minutes for five minutes**. This is *required* in order to relieve monotony and fatigue while you are on stand.
2. Your head and eyes must **continually** be moving across your designated zone with **purpose**. *Search*, don't just look. Be mindful and aware of your zone and your surroundings.

Being prepared to respond to an emergency necessitates that each lifeguard scans *every* portion of their zone. You must recognize the actions of a distressed or drowning victim and be able to reach them in **less than 30 seconds** from the time that they begin to struggle. The following rules apply:

- The areas to be scanned cannot be larger than the lifeguard can effectively:
  1. scan within 10 seconds, and
  2. respond to within 20 seconds.
- The minimum number of lifeguards for any program or open swim time is **two** (one actively scanning and one performing cleaning duties) unless other trained and certified personnel are on the pool deck (i.e. swim coaches, Learn to Swim Coordinators, etc.). There will always be a Manager present as well.
- Report any potential hazards to the Manager immediately.

## Human Resources Policies

### Harassment Prevention

It is the policy of the City of Denton to prohibit any form of sexual, racial, ethnic, disability, age, and religious harassment of municipal employees or applicants. The City of Denton recognizes that sexual, racial, ethnic, and religious harassment is a violation of federal and state laws. The City maintains a strict policy that harassment, whether sexual, racial, ethnic, or religious in nature, or directed toward one's age or disability status, in the work place, after hours, or outside of the workplace, is not acceptable and will not be tolerated. All employees, including managers, supervisors, and representatives of the City, are expected to refrain from exhibiting any unwelcome behavior or displaying conduct toward any other employee which could be interpreted as harassment.

### Definitions:

The definitions listed below are in accordance with the guidelines adopted by the Equal Employment Opportunity Commission.

1. **Sexual Harassment** - Unwelcome sexual advances, requests for sexual favors, and other verbal (slurs, jokes) or physical conduct of a sexual nature constitute sexual harassment when:
  2. Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
  3. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
  4. Such conduct has the purpose or effect of interfering with an individual's performance or creating an intimidating, hostile, or offensive working environment. Examples include:
    - a. Unwelcome sex-oriented verbal "kidding;"
    - b. Unwelcome teasing or jokes;
    - c. Subtle pressure for sexual activity;
    - d. Physical contact, such as patting, pinching, or constant brushing against another's body; or
    - e. Demands for sexual favors.
5. **Ethnic/Racial Harassment** - Ethnic or racial slurs or jokes, and other verbal or physical conduct relating to an individual's national origin or race, constitute harassment.
6. **Religious Harassment** - Religious slurs or jokes, and other verbal or physical conduct relating to an individual's religious beliefs.
7. **Disability Harassment** - Slurs or jokes, or physical conduct directed towards an individual's disability status.
8. **Age Harassment** - Slurs or jokes, and other verbal, non-verbal, or physical conduct toward an individual's age status.

An individual's intentions and motives are not the decisive factors in considering alleged harassment behavior. The effect of one employee's behavior upon another employee is the decisive factor. If an individual's behavior is considered offensive by another individual, or if it

has an intimidating effect upon another individual, then sexual, racial, ethnic, religious harassment or harassment towards one's age or disability may be present.

**ADMINISTRATIVE PROCEDURES:**

1. Individuals who experience harassment shall make it clear that such behavior is offensive to them. Any employee who feels that he or she has been the victim of sexual, racial, ethnic, or religious harassment or harassment relating to their disability or age should immediately report the facts of the incident or incidents and the names of the individuals involved to their supervisor. Should the immediate supervisor be the offending party, the employee must report the alleged act to the next level of management and the Director of the Human Resources Department. In situations where the employee is not comfortable reporting the allegation to their immediate supervisor or the next level of management, they have the option to report only to the Director of Human Resources.
2. All findings, decisions, and recommendations will be made on an individual basis considering the record on the totality of the circumstances, such as the nature of the behavior and the context in which the alleged incidents occurred. If harassment is found to exist, appropriate management and supervisory personnel shall take prompt, corrective action. Anytime that sexual harassment becomes an issue of an alleged act of sexual assault, the investigation must be coordinated with the City of Denton Police Department.
3. Appropriate disciplinary action will be taken when the findings warrant such action. Such disciplinary action should be determined by the nature of the wrongful act or acts and may result in immediate dismissal.
4. The City's Problem-Solving Policy #115.02 encourages employees to report any alleged infraction without fear of retaliation. The City of Denton supports the State of Texas Retaliation Act, Policy #108.06, which protects a public employee who reports an alleged violation of the law.

**Drug Free Workplace**

The City of Denton is a drug free workplace. The administration seeks to prevent the results of drug use/abuse through the intolerance of its use during employment with the City of Denton. The policy is designed to assist in the elimination of drug and alcohol abuse and its effects in the workplace. A second and equally important issue is the responsibility of government to the taxpayers and citizens of Denton to ensure that there is not deterioration of trust in public employees. The policy serves for all departments.

**Admission and Patron Policies**

Cashiers, instructors, guards, and management are not to permit parents to leave young children with them. Pool personnel are not to be used as babysitters at any time, no matter the length of time. If a situation calls for parents to be called to pick up their children, the manager should handle this situation.

**Under no circumstances will any member of the pool staff ever give  
a customer or patron a ride home.**

**AQUATIC STAFF ARE TRAINED TO PREVENT AND RESPOND TO FACILITY EMERGENCIES - *NOT*  
SUPERVISION OF CHILDREN.**

## **Americans with Disabilities Act**

The City of Denton does not discriminate on the basis of an individual's disability and complies with the city's admissions, accessibility, treatment, and employment in programs and activities. The City of Denton provides academic adjustments and auxiliary aids to patrons with handicapping conditions, as defined under law, who are otherwise qualified to meet the requirements. Every effort and attempt will be made within reasonable accommodations in order to see that special needs are met.

The Denton Aquatics Staff is responsible for providing any reasonable means of access to our facilities and services to all people.

### **What do we have available for individuals with disabilities?**

- Zero-depth access to shallow water in the Civic Center Pool and wave pool in the Waterpark
- Handicap access chair to leisure and comp pool in the Natatorium, the lazy river in the Waterpark, and the Civic Center Pool
- Accessible changing and shower areas
- Use of family changing rooms for privacy and low benches and shelves for changing
- Elevator
- Ability to take any class we offer and the intent to adapt our programs for use

## **Family Medical Leave Act (FMLA)**

The **Family and Medical Leave Act** of 1993 (**FMLA**) is a United States labor **law** requiring covered employers to provide employees with job-protected and unpaid **leave** for qualified **medical** and **family** reasons.

## **Fair Labor Standards Act (FLSA)**

The **Fair Labor Standards Act** of 1938 29 U.S.C. § 203 (**FLSA**) is a United States **labor** law that creates the right to a minimum wage, and "time-and-a-half" overtime pay when people work over forty hours a week.

## **Employee Assistance Program**

All City of Denton employees have access to the Employee Assistance Program. Employees can call the number below and provide their ID# to call the toll-free hotline. All communication is confidential and does not need to be discussed with a manager or supervisor to use. **(866) 374-6061**

## **Workplace Rules**

- Staff should be at the facility and ready to rotate or begin assignments (with personal items stored and in uniform) by the beginning of their scheduled shift. Failure to do so will result in an action ticket being issued. It is recommended that employees arrive at least 10 minutes before they clock in order to use the facilities, fill up water bottles, store items, etc.
- Your direct supervisor must approve any and all schedule changes.



- You are responsible for managing your own hours. Under no circumstances are you allowed to go above 40 hours per week without the direct approval from the Aquatic Center Manager.
- Supervisors will **NOT** be responsible for locating substitutes. Substitutions must be documented on the online scheduling trade board. If you cannot find a sub, you are expected to work your shift.
- Illnesses must be reported to your supervisor immediately.
- Personnel, while on duty, will not be allowed to leave the pool without the permission of the Manager on Duty.
- Profane language and vulgar gestures are strictly prohibited and will result in disciplinary actions immediately with the possibility of termination of employment.
- Staff must maintain acceptable appearance as to both uniform and personal hygiene.
- Unresolved issues should be referred to the Manager on Duty, your supervisory, or the Center Manager.
- Do not make statements to the media regarding any facet of operation or incidents. You should say, "I know that I do not have all the facts, please contact our Center Manager at 940-349-8804." Inquiries from the media should always be referred to the Center Manager or Program Area Manager.
- Office phones and computers are not to be used for personal business or social calls. **ABSOLUTELY NO SOCIAL MEDIA OR YOUTUBE ALLOWED!** These machines are monitored, and the usage is tracked by the City.
- Friends are not permitted in the offices or break room. Staff that are not clocked in for a scheduled shift or private lesson are to leave the area immediately. There will be no lingering in staff areas. Former staff or inactive staff are not allowed in these areas.
- No cell phones are allowed outside of first aid office. They must be silenced when you come to work. No cell phones are allowed in WWP unless used for emergency calls.
- No smartwatch or smart fitness tracking devices are allowed on stand.
- Lost or stolen items are not the responsibility of the City of Denton.
- Food in the staff fridge is to be consumed on the day it is brought in. Mark your containers with a name and date.
- Your shift ends when your Manager dismisses you. Please clock out immediately. Staff is highly encouraged to walk out of the facility together for safety purposes.
- The parking lot is considered "property." Use your vehicle wisely. Do not make excessive noises, revving of engines, or make aggressive maneuvers with your vehicle.
- Jokes and pranks are hurtful to many people. Any joke or prank involving personal property will be taken seriously. Action will be taken against any and all participants.

## **COVID-19 Procedures**

### **Organization-Wide Directives and Standards**

City of Denton employees may be required to communicate our face covering and social distancing guidelines and recommendations to community members who enter a City facility or take part in a City program.

### **Face Coverings Not Required**

You can expect to receive many questions on if the City requires members of the public to use Personal Protective Equipment (PPE) such face coverings. In accordance with Governor Abbott's Executive Order GA-36, face coverings are not required in City facilities for any person. In keeping with current guidelines from the Centers for Disease Control and Prevention (CDC), the City does recommend that those persons who are not fully vaccinated continue to wear a face covering and maintain a physical distance of 6 feet from others. City employees may not request or require proof of vaccine or vaccination status from any person, therefore residents who do not wear a mask are assumed to be fully vaccinated.

### **Social Distancing Not Required**

As stated above, the city will not require that individuals socially distance within our facilities; however, each department may take steps to facilitate greater separation of individuals such as:

- Spacing out chairs in waiting areas;
- Placing markers on the floor for areas where people will form lines; and
- Reducing the number of participants for programs and/or events

### **Encouraging Safety**

Helping the public understand our new approach to face coverings and distancing will be a challenge that must be dealt with courteously and delicately over the coming months.

While the public may be understanding of our inability to require face coverings, it is possible that they may voice frustration to staff regarding the recent changes. Additionally, since members of the public may have very strong and differing views regarding face coverings, staff may observe an increase in conflict between members of the public when they are in city facilities or participating in programs.

When helping community members understand our new approach to face coverings and social distancing, all employees should remember to:

- Be courteous
- Use terms such as “please” and “thank you”
- Emphasize our goal to promote safety in line with CDC guidelines
- Be consistent in applying our guidelines
- Be understanding and give citizens the benefit of the doubt
- When to Call for Assistance

## Discipline Procedures

Failure to comply with all rules and regulations as outlined in this manual, or as directed by the Area Manager, is considered inadequate job performance. Depending on the severity of the offense and the employee's previous work record, corrective action in the form of an action ticket ("write-up"), verbal, and/or written reprimands, probation, or dismissal may result. Aquatic staff members should be aware that their performance is constantly being monitored and at any time a skills evaluation (audit) may and will be requested. If an Aquatic Staff member's conduct or performance has been unacceptable, he or she will be called in for a disciplinary meeting. Violations or concerns will be shared with the staff member and the meeting will serve as a warning and will be entered into the personal, permanent file of the employee. The staff member will be informed that if the job performance does not improve, probation or dismissal will result.

### **Disciplinary steps are as follows:**

- An action ticket is issued, and the points are calculated
- A verbal counseling session with a Pool Manager and/or the Aquatic Center Manager
- Suspension or Termination, if necessary

### **Depending on the severity of the situation, any action can be implemented.**

Any violation of the regulations, written or stated, may result in immediate termination depending on the severity of the problem.

Receiving a **no call no show** will result in an automatic action ticket and possible suspension; if a second no call no show action ticket is issued then suspension or termination will most likely occur depending on the circumstances.

## Working for the City

### **Reporting to Work**

Employees are expected to be ready to work at the start of their scheduled shift. An employee should call when they know they are going to be late. **Leaving a voicemail message is not acceptable. You must speak with a manager, assistant manager, or supervisor.**

To avoid receiving an action ticket you must call the manager to let them know you will be late and you must arrive at least five minutes before the push time. Failure to do so will result in an action ticket.

### **Shift Coverage and Substitution**

If you are going to have a substitute work for you, make sure that you and your substitute confirm the action on When-to-Work. A verbal agreement to work your shift is not documented on our scheduling system: therefore, if your substitute does not show up to work for you, you are still accountable for the shift, and you will receive the disciplinary action. If your sub is correctly found and switched, it has now become their shift, and they become responsible for it.

You cannot sub to excess - **hours must remain under 40 per week**. Employees are responsible for keeping track of hours when subbing so as not to go over 40 hours per week. You are responsible to ensure that you do not exceed 40 hours per week.

### **Aquatic Staff Office and Break Room**

The Aquatic Staff Office is provided as a place for staff to obtain information, as well as have lunch, pre-shift meetings, and rest. Because this room is the primary area for staff information, communication among the staff, and first aid treatment, it is important that it is kept tidy and organized. Staff members are welcome to keep food and drinks in the appropriate areas provided they are not left a long period of time. Any personal belongings (food, drink, clothing, books, etc.) are subject to removal at the end of each day. The City of Denton is not responsible for items left in this area. Food may be eaten in this area, but staff is responsible for cleaning up and keeping the area clean and professional at all times.

### **Scheduling and Pay Periods**

- The schedule will be posted approximately two weeks prior on our online scheduling system, When-to-Work. Preferences and schedule requests are taken online via When-to-Work. We request a minimum two weeks' notice of schedule requests so we can try to accommodate. Remember that schedule requests are just that – requests! Not all requests can or will be honored, but management will try. If it isn't possible to honor your request, you are still required to cover the shifts you are assigned.
- If a mistake is made on a paycheck, and the employee is overpaid, the employee will be required to work the correct number of hours to rectify the mistake. If you are underpaid, the correction will be made on the following pay period. **Failure to notify your manager or assistant manager within two weeks may result in disciplinary actions.**
- Hours will be recorded daily by the time clock machine which rounds to the nearest fifteen minutes.
- Employees will be paid every two weeks on Friday by direct deposit into your designated bank account from the form you filled out when hired. Direct Deposit or Deposit onto a Bank Card (see form from HR) is mandatory for all employees to complete before being allowed to work.
- You will have access to online direct deposit pay stubs by visiting <https://myrecords.ceridian.com>. You will first create your account by providing your social security number and some other information. Once you have access you can always go back and look or print pay stubs and this is will you will be able to print your own W-2 during Tax season at the end of January. You will have access to this whether you are a current or former employee.
- **Any falsified hours will result in immediate termination and may include notification to the Police Fraud division.**
- **If you are a seasonal employee**, you will be terminated at the end of the season. This means that you will have to apply and go through the entire hiring process again in order to work the following summer, unless you are staying on through the following season(s).

## **Kronos Time Clock System**

Kronos is the time keeping system with the City. You will be issued a seven-digit ID that will allow you to clock in/out. You are also expected to review and approve your timecard at the end of the pay period.

### **To clock in:**

- Select “Job and or Transfer” on the top row, right corner.
- Enter your seven-digit number and then hit enter.
- Select the job you will be performing for this shift.
- Select Home Business Unit (HBU), which is the number associated with the location of your shift (Natatorium, Water Works Park, Civic Center Pool).
- Select “Submit”
  - If it works correctly, there will be a green light.
  - If it is incorrect there will be a red light and a message. Immediately tell a manager the message and they will send in an email.

### **To clock out:**

- Select “Punch In / Out” in the upper left corner.
- Enter your seven-digit number and then hit enter.
  - If it works correctly, there will be a green light.
  - If it is incorrect there will be a red light and a message. Immediately tell a manager the message and they will send in an email.

### **To approve your timecard:**

- Select “Approve Timecard” on the bottom row.
- Enter your seven-digit number and then hit enter.
- Select “Current Pay Period.”
- Review the hours shown to check for discrepancies. You may need to scroll down.
  - If you have *just* clocked out, it may take up to 10 minutes for the punches to appear for the most recent period.
- If the hours are correct, select “Approve” in the bottom right corner.
  - If it works correctly, there will be a green light.
  - If the hours appear incorrect, immediately speak to your manager.

## **When-to-Work App and Website**

As soon as you are given access to When-to-Work, please complete the following five steps:

**Step 1-** You will receive an email when your account is activated, and it will let you to create a username and password.

**Step 2-** Logging in will take you to your home screen.

**Step 3-** Choose “Info,” and fill out your profile. Under “Manager Comments,” you can see your employee ID number, if you ever need reminding.

**Step 4-** Choose “Prefs,” this is where you put what hours you prefer to work.

- Follow the instructions at the bottom of the page. You will “paint” the times and days of the week with whichever paint color coordinates with what you want.
  - Prefer = we will try our best to put you at this time.
  - No preference = you may or may not be scheduled, depending on need.
  - Dislike = we will try our best to *not* put you at this time.

- Cannot Work = **only** for competing schedules from second job, summer classes, etc.

**Step 5-**Request time off *now* if you already know the dates. Choose “Time Off”

- If you need multiple days in a row off, click or enter the first day needed under “New Time Off Request,” make sure the “Full Day(s) Off” tic box is selected, and put the number of days in the box next to “day(s).” We are more likely to approve it if you leave a Comment.
- If you need time off that repeats (I.E., I have a summer class that meets Saturdays from 8 a.m. to 12 p.m. for the month of June), click or enter the first day needed under “New Time Off Request” and make sure “Partial or Repeating” is ticked. Put the Start time and the End time, and the number of repetitions under the dropbox for “Repeat \_\_\_ Additional Week(s).” We are more likely to approve it if you leave a Comment.
- If you need time off for just part of a day (I.E., I have a dentist appointment from 7 to 8 a.m.), click or enter the day under “New Time Off Request” and make sure “Partial or Repeating” is ticked. Put the Start time and the End time and leave the repetition dropbox at “0.” We are more likely to approve it if you leave a Comment.

### Tradeboard

When-to-Work lets the employees take a large part of the responsibility of trading and covering shifts with each other. To view the tradeboard and see what’s available to you, click on “Trades.” You can “Pick Up” a shift (add a shift to your schedule), “Trade” a shift (swap it with someone else’s shift), or “Drop” a shift (put it on the tradeboard for someone to pick up).

- If you would like to put your shift on the tradeboard, click on “My Shifts” under the “TRADEBOARD” tab to view your existing shifts. You can tick the appropriate box (Trade or Drop) and click “Post” to submit it. You can include a comment, to show on the tradeboard, which is highly recommended.
- If you would like to pick up a shift, click “WEEK” (or “MONTH”) and it will show you Trades/Drops Posted, as well as Unassigned and Available Shifts. Click on the shift you wish to pick up and then click to add the shift. It will either add it to your schedule or send it to the Pool Manager for approval (typically if shifts overlap or you’re close to going over hours).

### Messaging

If you need to write a message, click on “Messaging” up top, then “Write” on the left-hand side. Select who you want to send it to, and multiple groups/people can be selected by holding “CTRL” while you click. However, we request you do not abuse this feature.

### Seasonal Employees

This means there are no paid vacations, time off, or sick leave. You will be paid on an hourly basis every two weeks. If the pool is closed for any period of time for any reason, your hours may be reduced. In case of inclement weather when the pool is closed, maintenance items may be done for to accumulate some hours. Those that are sent home are asked to remain on call unless otherwise instructed by the manager. This is so if the weather clears, the pool can be re-opened, and you can be called back to work. You are not allowed to work more than 30 hours per week on average for the year.

## **Aquatic Facility Rules**

### **General Rules and Regulations**

1. Children 6 years of age and under must be supervised by an adult (over the age of 16) in the water with them.
2. Children between the ages of 7 and 9 must be accompanied by an adult in the facility.
3. Use only designated entrances and exits to get in and out of the pools.
4. Swimmers must wear an approved swimsuit.
5. Only U.S. Coast Guard approved lifejackets are allowed.
6. Children wearing a lifejacket must have an adult (over the age of 16) within arm's reach.
7. Running is prohibited.
8. Diving is not allowed in the Water Works Park. Diving is only allowed in the Natatorium in areas of 5' or greater, off a diving board with the direction and supervision of the lifeguard, or with a swim coach (DISD, DAC, or City Staff only) who is appropriately using the diving blocks. Throwing of swimmers or allowing swimmers to dive from each other's shoulders or knees is not allowed.
9. Two speaker radios or oversized one speaker radios are not allowed.
10. The use of profanity and improper behavior is prohibited.
11. All children who are not toilet trained must wear a swim diaper along with their bathing suit. A plastic or rubber diaper cover is highly recommended in addition to a swim diaper and bathing suit. Swim diapers may be purchased in the gift shop or at the front desk of the Natatorium.
12. Fighting or rough horseplay is prohibited. This includes chicken fighting and dunking.
13. Smoking or use of any tobacco product is prohibited inside of the facility doors/gates. Patrons must exit the park to smoke or use tobacco products, including e-cigs or vaping devices.
14. No chewing gum while in the pool area.
15. Bicycles, skates, or skateboards are not allowed.
16. Public displays of affection are not allowed.
17. Inflatable devices are not allowed in the pool.
18. Animals or pets are not allowed in the facility, apart from service animals.

19. Alcohol and drugs are not allowed including electronic cigarettes. Intoxicated individuals will not be allowed into the facility.
20. Do not leave valuables unattended. Pool staff are not responsible for lost or stolen items.
21. No one with open or infected wounds allowed in the pool or on slides.
22. Please shower before entering the pool.
23. The outdoor pools will close when thunder is heard and/or lightening is sighted. The pool will reopen once the MOD determines that it is safe to do so. Patrons must seek shelter under a man-made structure during a thunderstorm. Rain checks will only be offered (with proof of paid admission within 2 hours of closure) for a full closure for the rest of the day. The MOD will determine this and make the call.
24. The water park cabanas have an 8-person limit per each tent.

### **Wave Pool-Specific Rules**

1. No tubes or outside floats.
2. The ladders are for emergency exit only and cannot be held on to.
3. Entrance to the wave pool can only be from the beach, not from the sides.
4. No sitting on the raised edges of the pool.
5. No swimming past the ropes. No holding on to the ropes.
6. No patrons are allowed past the cabanas or blue shade structures on either side of the wave pool, that is lifeguard access only.

### **Slide Rules and Regulations (all facilities)**

1. All patrons using the slides must be able to swim unassisted. Parents may not tread water at the bottom of the slide to assist a child who cannot swim.
2. There is no recreational swimming in the catch pool.
3. Lifejackets are not allowed on the slides (Kiddie slides are exempt).
4. Goggles, mask, or fins, are not allowed when using the slides.
5. Patrons must ride on their back with hands crossed over their chest and legs crossed at the ankles for all slides, except for the tube slide, where they ride feet first on their back holding the tube handles. Patrons are not allowed to spin or go backwards down the tube slide.



6. No jeans or jean shorts, or cotton shirts (For large slides only).
7. No metal buttons, ringlets, etc., allowed on slide.
8. You must be:
  - 48" tall to ride Blue Civic Center Pool slide
  - 48" tall to ride Blue and White slide (waterpark)
  - 48" tall to ride Blue Enclosed slide (waterpark)
  - 48" tall to ride Light Blue Tube slide (waterpark)
  - 42" tall to ride Orange Body Flume (waterpark)**
  - 42" tall to ride Orange Nat slide**
9. If you have a physical ailment (bad back, heart complications, head or neck injury, etc.) we recommend that you do not ride the slides.
10. If you are pregnant, we recommend that you do not ride the slides.
11. On the tube slide, heavier persons MUST sit in the front of the tube.
12. No small tubes with bottoms may be allowed down the slides, yellow tubes only.
13. No sitting up or spinning in the slides.
14. Once finished with slide, exit the catch pool toward the slide.
15. Any line cutting will result in removal from park.
16. At the entrance of the slide, wait until instructed to go by lifeguard.
17. No food or drink allowed on slide.

### **CCP Specific Rules**

#### **CCP Green and Purple Slides ONLY:**

- No lifejackets, metal buttons, shoes, ringlets, goggles, masks, or fins allowed on the slides.
- Cotton shirts/shorts are OK
- No height requirement for purple and green CCP slides

## Vomit and Fecal Policy

### **Vomit and Solid Fecal Incidents**

Close the pool and get all patrons out of the water. Clean out all particles from water. Manager will put chlorine into the pool near and around the area where the fecal or vomit was found. Wait a minimum of 30 minutes until reopening.

### **Diarrhea**

Close pool and get all patrons out of the water. Clean out all particles from water that you can. Manager will put chlorine into water. Wait 12 hours until reopening.

## Cleaning and Sanitation

### **Disinfecting**

Use a mixture of three parts water to one part bleach, wipe or scrub the area with this mixture. You can also put your net or scrub brush in a bleach mixture to sit after use. You may also use alcohol wipes or Clorox disinfectant wipes if the area you are cleaning is small.

### **General Cleaning**

The lifeguarding staff is responsible for cleaning the bathrooms, the deck, all furniture, all floors, carrying tubes to their proper place, pulling all trash, sweeping, and any other cleaning task asked of them as long as it is not immoral or harmful to any person.

## Inclement Weather Policy

### **Phase 1**

Storm clouds in the area, possibility of inclement weather

- **Admissions:** Alert all patrons entering the park that inclement weather is likely and reinforce our Rain-Check policy
- **Operations:** Blue and White slide dispatch and manager on duty should be on the lookout for lightening in the area. Natatorium manager should monitor weather radar in office and update periodically on the storm movement.

### **Phase 2**

Lightening in the area (within 20 miles)

- **Admissions:** Close the gates to paying customers, those with wristbands may re-enter. Inform guests that there is inclement weather in the area and we will re-open the gates as soon as the weather passes over.
- **Operations:** Close outdoor slides (not the kiddie pool slides) and evacuate tower. Inform guests that there is inclement weather in the area and that we will re-open slides as soon as the weather passes over. Alert all guards that we may be closing the pools.

### Phase 3

Lightening in the immediate area. Thorguard will sound.

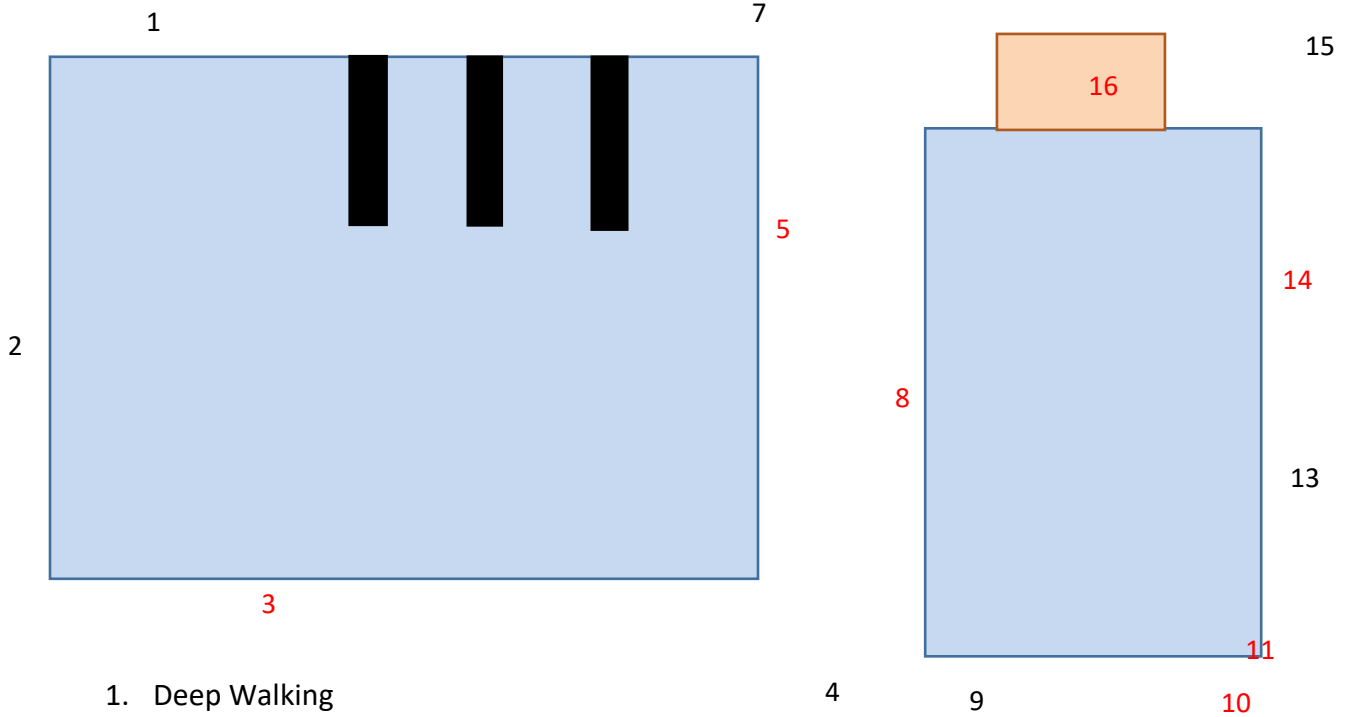
- **Admissions:** Close the gates to paying customers, those with wristbands may re-enter. Inform guests that there is inclement weather in the area and we will re-open the gates as soon as the weather passes over.
- **Operations:** Close all pools. Guests may stay in the facilities but cannot enter the water. Nat Managers should continue to monitor weather radar and report on the supposed duration, location, and intensity of the storm. Water Park Manager should give the signal to clear the pools and then assign guards to talk to guests and address their concerns about the weather.

### Phase 4

Close the park.

- *If we remain in Phase 3 for more than 1 hour, we will close the park. If this occurs within 1 hour of regular closing time, we will shut down for the remainder of the day. If not, we will close until the weather passes over then re-open the park (only if there are two hours left until closing time).*
- **Admissions:** Let everyone exit the park; inform them that we will re-open when the weather is out of the area. Tell them they may re-enter with their wristbands later in the day.
- **Operations:** Help to ensure that all guests exit the park safely. Begin cleaning duties.

## Natatorium Inclement Weather SAMPLE Rotation



1. Deep Walking
2. Shallow Walking
- 3. Comp**
4. Middle
- 5. Deep**
6. Break
7. Door 1
- 8. Shallow**
9. Stairs 1
- 10. Stairs 2**
- 11. Door 2**
12. Break
13. Walking 1
- 14. Walking 2**
15. Door 3
- 16. Slide**
17. Break

- Generally, you won't have all of the guards you need at first because they will be closing outside. Use common sense and put guards up where you need them first.
- Usually, **RED** numbers should be put up first
- Also, make sure to have guards on hand to get stuff for patrons that they have left outside.

## **Raise Structure**

**When available, the City of Denton may reward employees who qualify for a raise in pay.**

**Guidelines for eligibility are listed below.**

- Hold position and pay grade for a minimum of one (1) year without any behavioral-based write ups
- Show documented accuracy of report management (in-service records, department forms, etc)
- Prove excellent time management skills
  - No more than 2 “Tardy” to a shift of in-service per season (Fall-Winter or Spring-Summer)
  - Must attend ALL scheduled in-services unless otherwise excused by a Pool Manager or Aquatic Center Manager
- Assist with varied scheduled programming (swim meets, summer programs, LG classes, etc)
- Receives a minimum of a “2” or better at the end of the season review

### **Pay Increase Progression**

- *based on seasonal employee raise/year-round seasonal employee raise.*
- *Each year, there will be a \$0.50 increase, depending on seasonal review and evaluations.*

**City of Denton Aquatics Department Lifeguard Evaluation**

Below is a checklist of objectives which serves as an evaluation of employees of COD Aquatics Department. It is intended to identify areas of understood goals, and to provide a guide for promotion.

Ratings:

5 – Exemplary performance (mastery)

4 – Exceeds Standard (over and beyond)

3 – Meets Standard (does what is expected)

2 – Needs Improvement (doesn't meet standard)

1 – Immediate Attention Needed (red flag)

Guidelines	Rating
<b>Attendance</b> 1. Is punctual and dressed appropriately for work. 2. Is willing to substitute and if unable to work you found your own sub. 3. Has missed less than 3 in-service trainings in the past 2 seasons (please write the number of absences) ____	
<b>Cooperation</b> 1. Willingly takes supervision. 2. Gets along well with fellow co-workers.	
<b>Dependability</b> 1. Accurately and promptly follows all opening/closing procedures. 2. Accurately completes all necessary paperwork.	
<b>Customer Service</b> 1. Is cordial to patrons and co-workers. 2. Is helpful with patrons and co-workers. Knows how or where to find information.	
<b>Job Knowledge and Quality of Work</b> 1. Demonstrates the proficiency in area of responsibility 2. Maintains adequate stock of supplies during opening hours. 3. Cleans/properly sanitizes designated work station.	
<b>Initiative</b> 1. Self-motivated. Finds work to do. 2. Sees potential problems before they occur and warns supervisor (e.g. getting low on first aid inventory, faulty equipment, etc.)	
<b>Professionalism</b> 1. Demonstrates commitment and loyalty to the Aquatics department by not gossiping about fellow staff or Aquatics policies and procedures to other staff or to patrons. 2. Does not use cell phone while on duty unless given permission by a supervisor.	

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

## Emergency Action Plan

You must be more than “on duty” when at work. You must always be attentive and alert. Forgetting the reason why you are here or forgetting your training in an emergency can lead to tragic results for all concerned.

Know your specific duty in the event of a major emergency and have and wear your whistle at all times. Your whistle should be considered part of your special equipment as a professional lifeguard. The following whistle signals should be used:

<b>ONE SHORT WHISTLE</b>	to call attentions of swimmers
<b>THREE SHORT WHISTLES</b>	to call a manager and break LG for additional assistance
<b>ONE LONG WHISTLE</b>	is making a rescue (leaving your stand) that does not involve a spinal board. This can be for an active rescue or a first aid incident.
<b>TWO LONG WHISTLES</b>	are making a rescue (leaving your stand), clearing the pool for a spinal injury or passive rescue, 911 needing to be called, etc.

Only after the emergency signal has been given can the lifeguard leave their position to assist the patron. The sounding of one long whistle will always set the EAP into motion and activate all pool personnel. If you figure out it needs to be upgraded to two long whistles, update your EAP code as soon as possible! Remember, **YOU HAVE A LEGAL RESPONSIBILITY TO ACT IN THE CASE OF AN EMERGENCY.** This is not just for the primary rescuer; all pool personnel have a task to complete, even if you’re on “break.”

## Major Incident

*(Spinal injury, severe head injury, diving board incident, or passive victim)*

### **Rescuing Guard:**

1. Activates EAP using appropriate whistle command (2 long whistles) and points to the site of the rescue to take place
2. Performs appropriate rescue and assesses victim’s movement and breathing (obvious signs of life)
3. Removes victim immediately (even if spinal injury is suspected) if no obvious sign of life exists

### **Responding Guard(s):**

1. If on stand, echo the whistle call, stand and point to site of rescue. Take over surveillance until pool is cleared.

2. Assists with rescue – brings backboard, crash bag, and AED/Oxygen tank, set up for primary assessment (put on gloves, set up breathing barrier/BVM, open crash bag, etc)
3. Find parent/guardian of victim if able/necessary
4. A break LG takes over stand surveillance until pool is cleared
5. Collect patrons in central location away from point of rescue
6. Wait for EMS and escort them to site of rescue

**Manager:**

1. Calls 911
2. Grabs reports from break room and goes to site of rescue
3. Collects all information and completes report
4. Assists with patrons/stays with guardian until EMS arrives and takes over
5. Updates MOD/Aquatic Center Manager/Cathy Avery
6. Takes photo of incident site
7. If EMS is called, notify Tom Keel and email all photos immediately after corrective action has taken place.
8. Take corrective action (replace spinal board if taken by EMS, replace wet F-packs with fresh first aid supplies, sanitize all used equipment, dispose of Biohazard bag if needed, return to normal operations)

**Minor Incident**

*(Bleeding, broken nose, minor scalp injury, active victim rescue/assist, etc.)*

**Rescuing Guard:**

1. Activates the EAP (whistle – one long whistle)
2. Assess victim and provide care

**Responding Guard(s):**

1. Stand, echo, and point to incident site. Take over scanning of both areas until a replacement guard takes over.
2. Break guard quickly moves to take over surveillance of area left by Primary guard
3. Brings crash bag/Oxygen to site

**Manager:**

1. Calls MOD
2. Brings all necessary reports to site
3. Fills out reports, collects all information, finds parent/guardian if necessary
4. Takes photos if necessary

**Other Emergencies**

*(chemicals, fire, severe weather, hostile threat, etc)*



**Rescuing Guard:**

1. Activates EAP by blowing a long whistle
2. Takes appropriate action by getting patrons out of the water and out of the building if need be.

**Responding Guards:**

1. Assists with getting all patrons to safety

**Manager:**

1. Calls MOD
2. Brings all necessary reports to site
3. Fills out reports, collects information
4. Takes photos if necessary

In any emergency, normal rotation is put to a halt until corrective action has been taken and everything is in normal operation again. This may mean that guards miss a scheduled break or skips a stand. Everything depends on the nature of the rescue. The Pool Manager will direct staff in guard rotation.

**EVERYONE RETURNS TO NORMAL OPERATIONS AS SOON AS POSSIBLE. NO ONE IS TO DISCUSS INCIDENTS WITH ANYONE EXCEPT AUTHORIZED PERSONNEL.**

## **Lifeguard Stands and Rotations**

### **Water Works Park**

**Five rotations**

1. Top of Speed Slide, Dispatch 1, Dispatch 2, Catch Pool, Break
2. Kiddie 1, River 1, Bottom of Speed Slide, River 2, Break
3. River 3, River 4, Kiddie 2, River 5, Break
4. South Deep, South Middle, South Beach, First Aid, Break
5. North Deep, North Middle, North Beach, Working Break, Break

### **Natatorium**

**Two rotations**

1. Comp, Deep, Break
2. Shallow, Walking, Slide, Break

### **Civic Center Pool**

**Two rotations**

1. Stairs, Middle, Drop Slides, Deep, Break
2. Shallow, Slide, Water Walk, Break



## Civic Center Layout

### Civic Center Rotations



- Sh
- SI
- WW
- B
- St
- M
- Dr
- D
- B

**Notes**

## **Lifeguard Expectations Agreement**

Your primary responsibilities as a lifeguard are injury prevention, responding quickly to all emergencies, and administering first aid. You are always required to know and be able to perform: CPR, first aid, and water rescues.

In order to work as a City of Denton lifeguard you will need to agree to the following:

Please initial:

- \_\_\_\_\_ I will attend and participate in all in-services during my employment period.
- \_\_\_\_\_ I will respond to all emergency situations quickly and to the best of my ability.
- \_\_\_\_\_ I will always wear the appropriate uniform and work attire while I am clocked in.
- \_\_\_\_\_ I will provide patrons with good customer service and will strive to make our customers safe and happy.
- \_\_\_\_\_ I will enforce all facility rules and I will follow those rules myself.
- \_\_\_\_\_ I will maintain a professional attitude towards management and towards all other staff while at work.
- \_\_\_\_\_ I will adhere to all scheduling policies put forth by management and will work all shifts I am scheduled for on When-to-Work.
- \_\_\_\_\_ I will enter in all time off requests through When-to-Work at least 14 days in advance of the requested time off.
- \_\_\_\_\_ I will complete any and all cleaning tasks my supervisor requires of me.

To ensure us that you acknowledge and agree to all material stated in the employee manual and all the expectations listed above please sign and turn in this document.

Please sign here: \_\_\_\_\_ Date: \_\_\_\_\_